Online Annual Report System (OARS) User Guide
Commonwealth of Massachusetts Division of Banks

Executive Office of Housing and Economic Development
Information Technology Services

Contents

1 Introduction

In prior years, banks and credit unions ('institutions') have been required to submit their Annual Report data to the Division of Banks on paper forms. Beginning with calendar year 2014, this process will be automated via the OARS (Online Annual Report System) Portal:

https://apps.sca.state.ma.us/OARSWebPortal/Public/Login.aspx

This new website eliminates the need for institutions to download, fill out, and mail paper forms to the Division. All annual report data will be entered and saved within the portal. When this process is complete, Division staff will review and approve Annual Reports via a separate web application.

2 Overview

There are three institution user types within the OARS system: Admin, Director/Attestor, and Data Entry. The following chart describes the tasks available to each user type.

Role	User Management	Data Entry	Attestation	Submission
Admin	X	X	X	X
Attestor		X	X	X
Data Entry		X		

The Admin must be the President and/or CEO of the institution. This person is required to attest to the Annual Report prior to submission, but may delegate the Annual Report data entry function to one or more Data Entry user(s).

There are three steps in the new Annual Report process:

1. Data entry
2. Attestation (CEO and Directors/Trustees only)
3. Submission (CEO and Directors/Trustees only)

The BLR and Schedule N data entry forms remain as before. The modification form has been replaced by individual pages for Contacts, and Main Office and Branches. Each is described in further detail later in this document.

Attestations are collected on a single page with a signature box for each of the four attestors for your institution.

After all attestations are complete, the system enables the submission function on the Home page. Your submitted Report will be reviewed by the Division for completeness and accuracy.

3 Logging In

When you first enter the Portal, you'll be presented with the screen below (Figure 1).

1. If you are the Admin, your login credentials will have been supplied by the Division.
2. All other users will have their user account and credentials created and administered by the Admin. Please see him or her with any login questions or issues.
3. All users are required to change their password when logging in for the first time (see Figure 2).

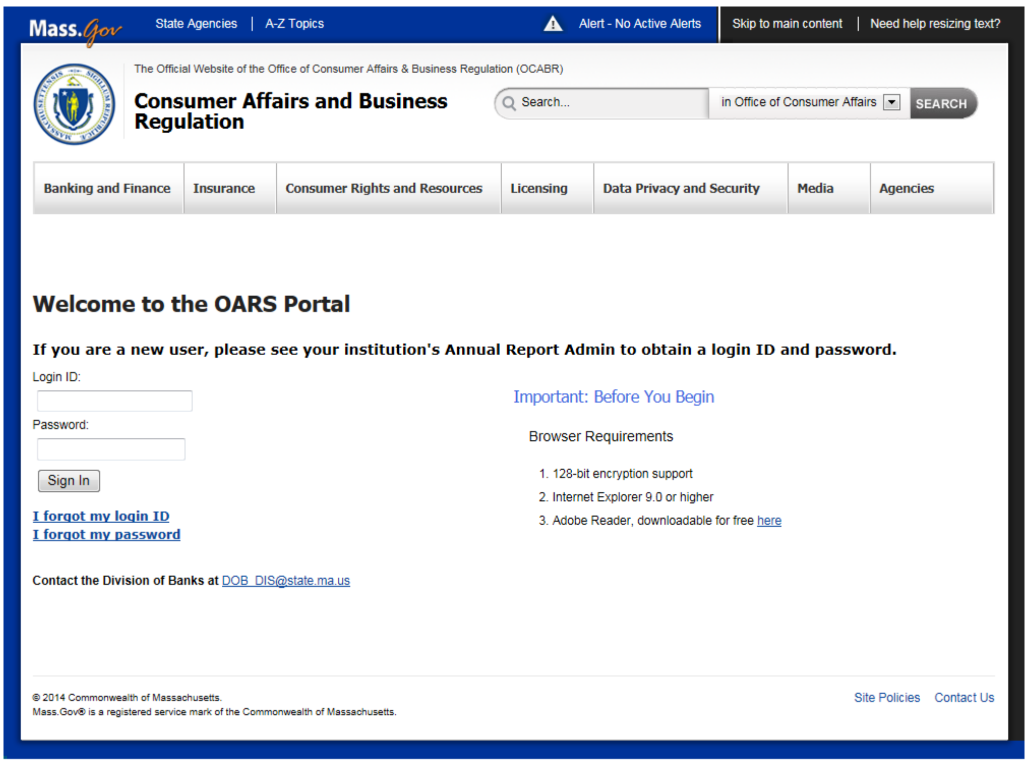


Figure 1 – Login page

4 Changing Your Password

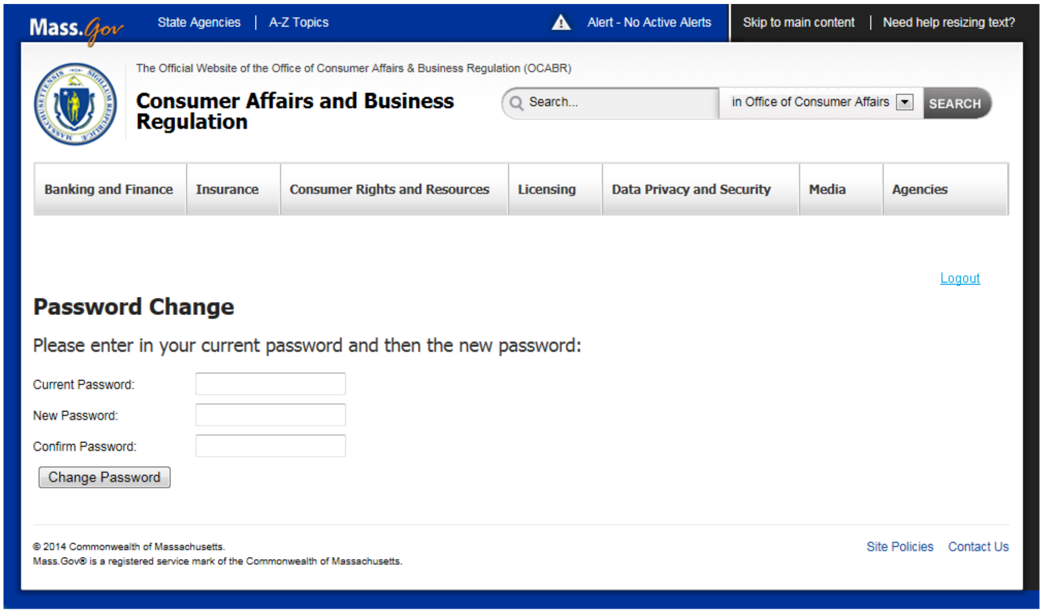


Figure 2 – Change password page

The new password requirements are as follows:

a. Between eight and twelve characters
b. One upper case letter
c. One lower case letter
d. One number
e. One special character: ((~!@#$%^&*()_+<>-+,.';:{})

5 Troubleshooting: Recovering Your Login ID

1. Click on the 'I forgot my login ID' link on the Login page
2. Enter the email associated with your account and click 'Submit'(Figure 3)
3. You'll receive an email with the subject 'OARS - Login ID Recovery'
4. Follow the instructions in the email to retrieve your login ID

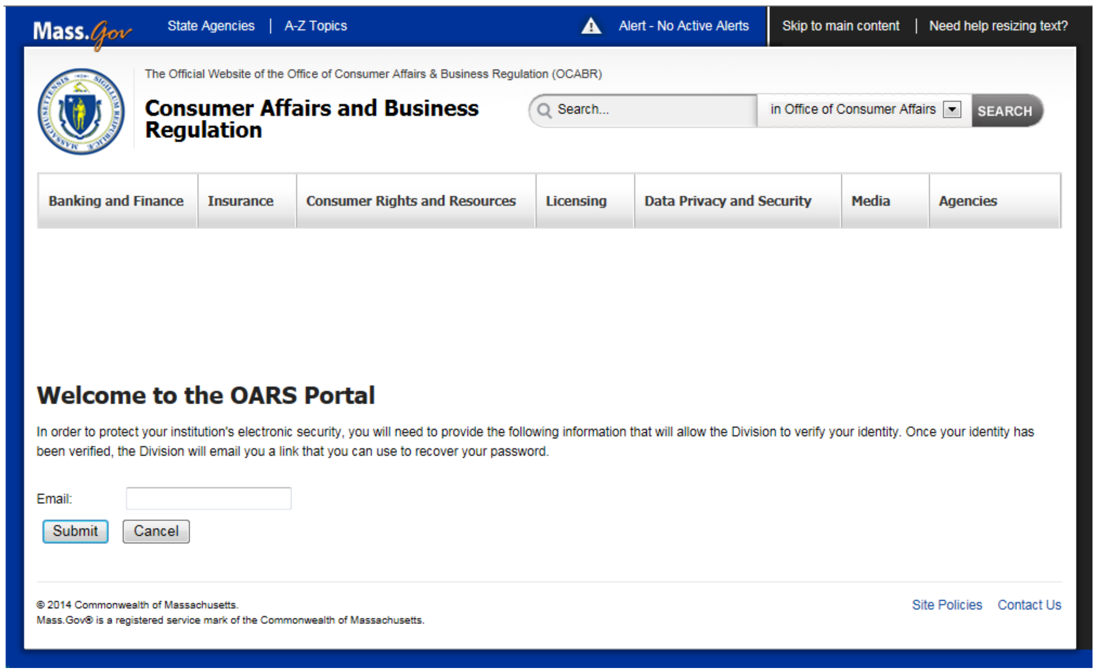


Figure 3 – Login ID recovery screen

6 Troubleshooting: Recovering Your Password

1. Click on the ‘I forgot my password’ link on the Login page
2. Enter your login ID and email, and click ‘Submit’ (Figure 4)
3. You’ll receive an email with the subject ‘OARS - Password Recovery’
4. Follow the instructions in the email to retrieve your password

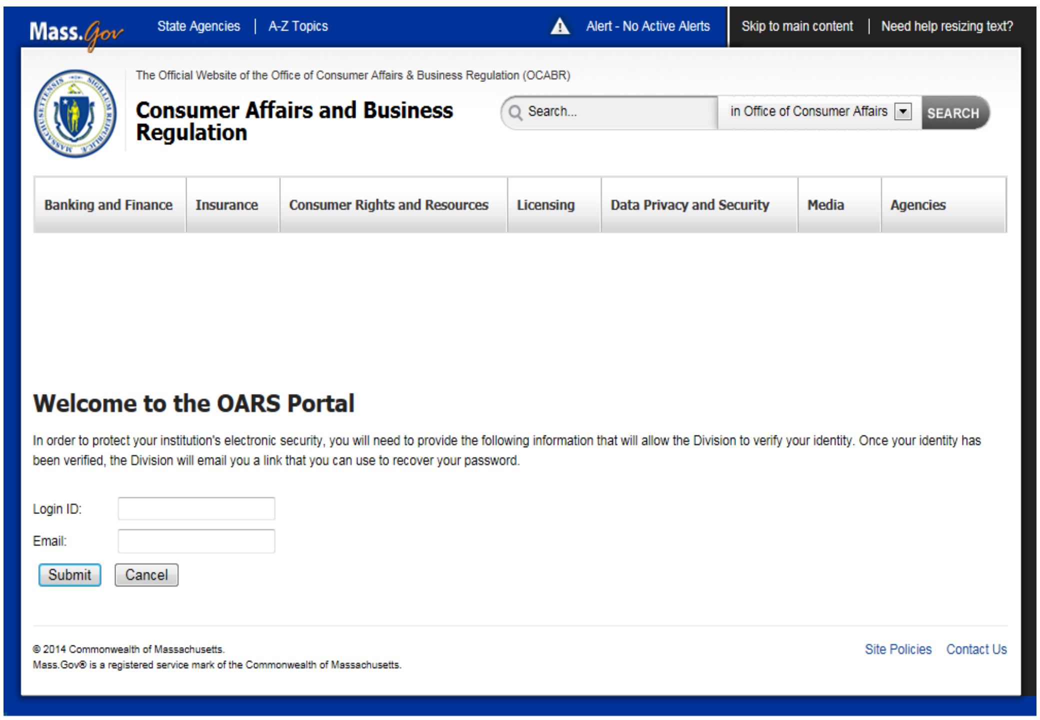


Figure 4 – Sample password recovery screen

7 Manage User Accounts – ADMIN ONLY

Once you've logged in and successfully changed your own password, you'll need to complete your account setup and create accounts for the other users. The Manage Accounts page may be accessed via the Home page (Figure 7), and is available only to you as the Admin.

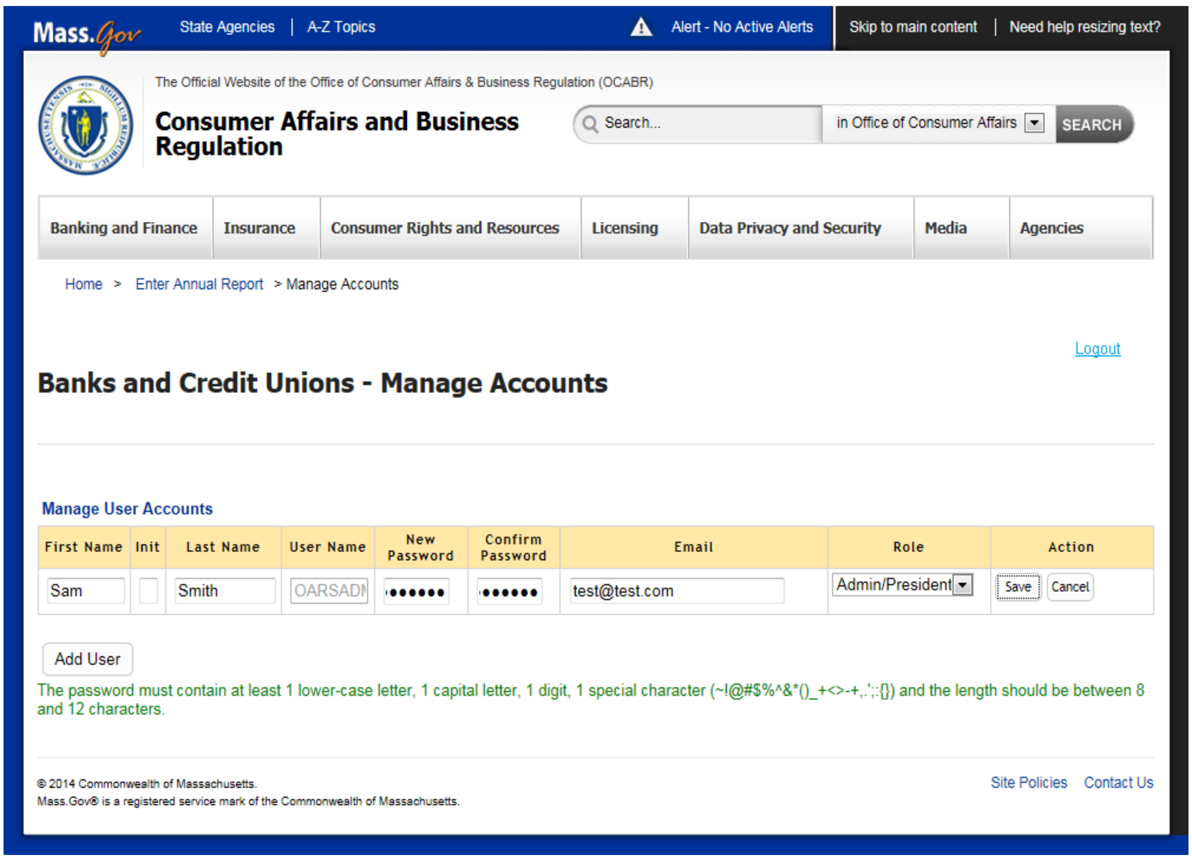


Figure 5 – Manage Accounts page with completed Admin user

First, complete your own information:

1. Click on 'Edit' for Admin user account
2. Add first and last name, new and confirm passwords, and email
3. Click 'Save' button in the 'Action' column at far right

Next, add the other users' accounts. You must enter exactly <u>three</u> additional Attestors (i.e. Directors/Trustees), but may have an unlimited number of Data Entry users. Repeat Steps 1 through 3 below for each new user account.

1. Click 'Add User' button
2. Enter first and last name, user name, new and confirm passwords, email, and role
3. Click 'Save' hyperlink in 'Action' column at far right

Please note: Editing a user record will require you to enter a new and confirmation password.

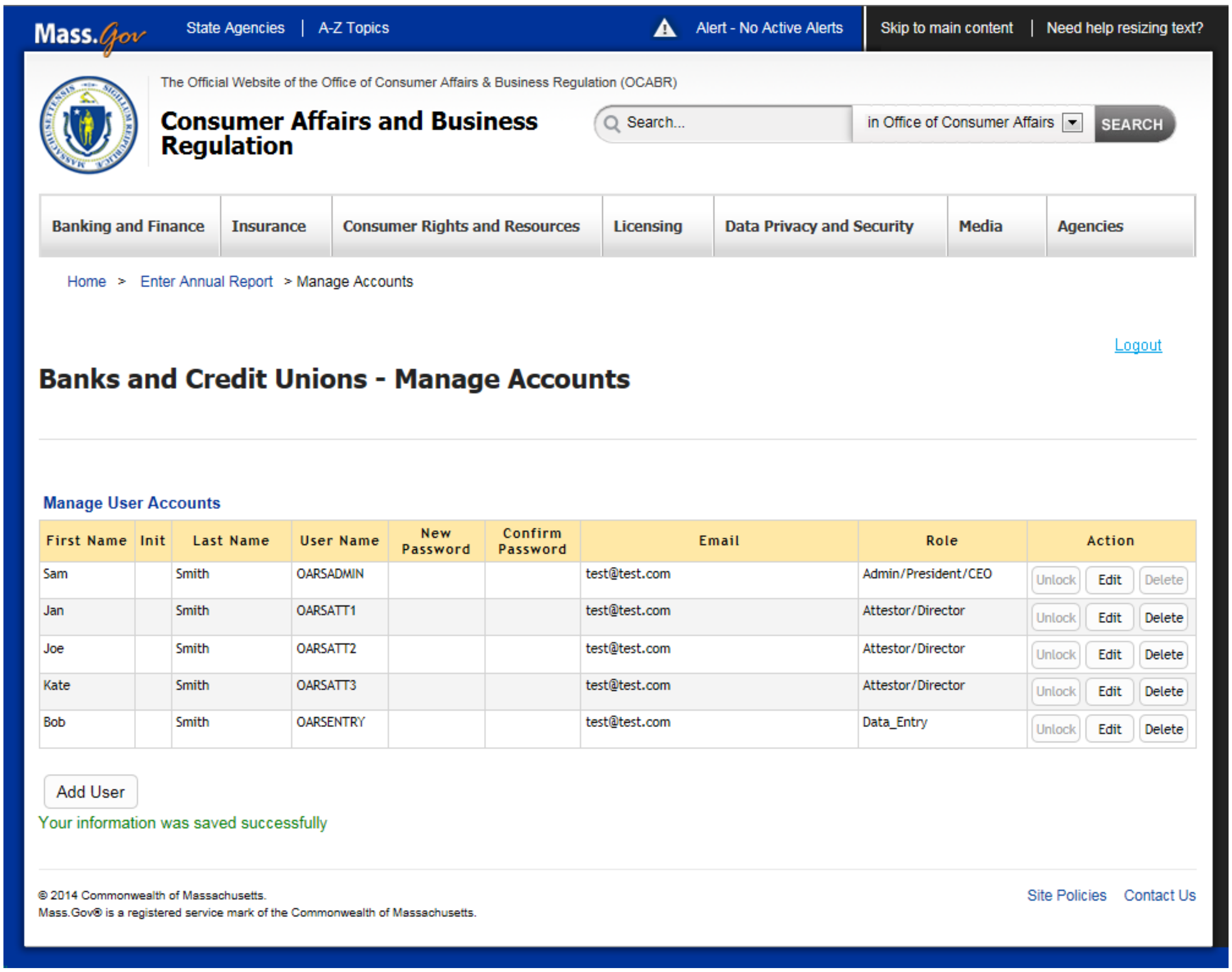


Figure 6 – Manage Accounts page with all users added

8 Home Page

a. Admin User View

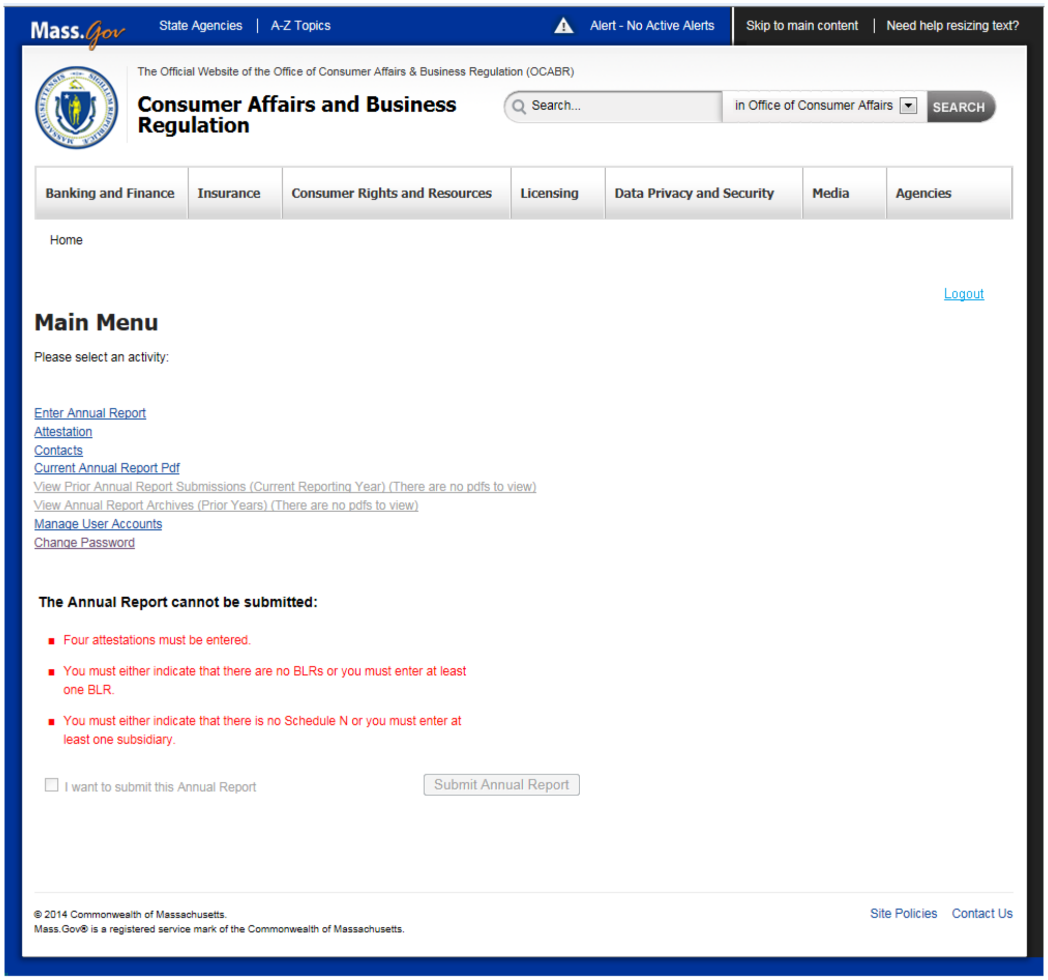


Figure 7 – Home page view for Admin user

('Manage User Accounts' link is available)

b. Other Users' View

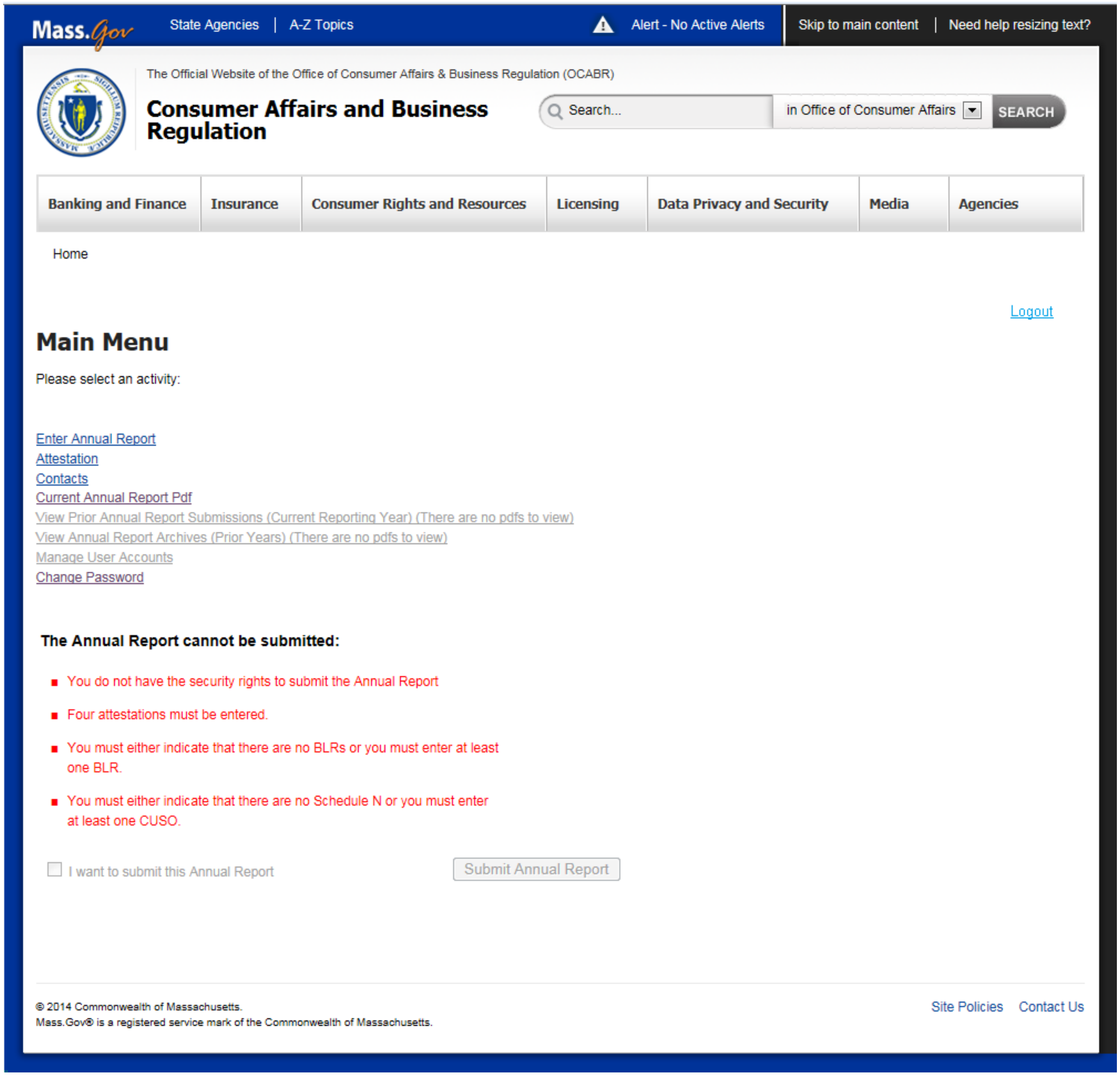


Figure 8 – Home page view for Data Entry user and Attestors

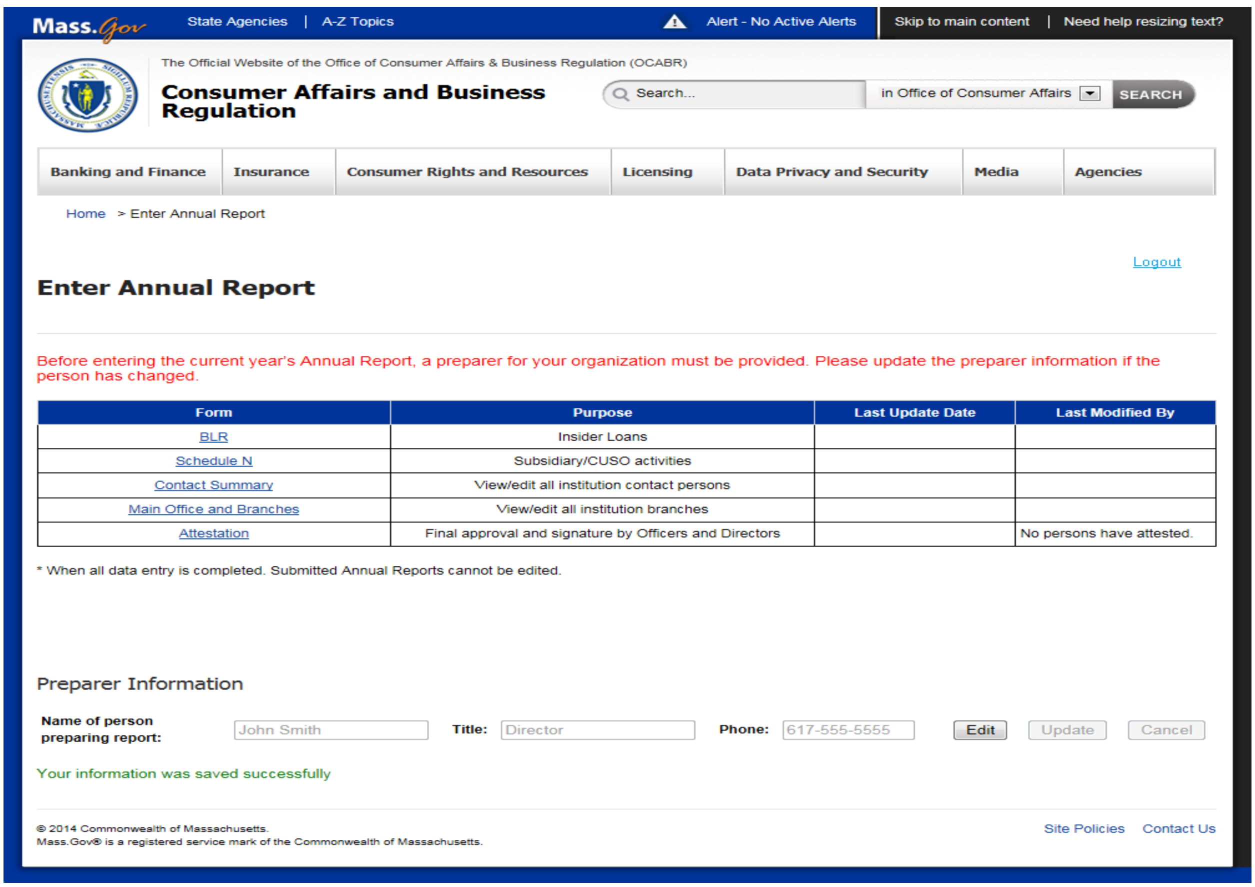
('Manage User Accounts' link is disabled)

9 Annual Report Forms Page

Once all users have been created, Annual Report data can be entered. This task can be delegated to a Data Entry user, who can perform all data entry up to the attestation step. Attestation and submission would then be performed by the attestors (one Admin and three directors or trustees).

To begin entering data into the Annual Report, click on ‘Enter Annual Report’ on the Main Menu (Figure 8).

However, before any annual report data can be entered, a name, title, and phone number for the person preparing the report must be entered. This individual may or may not be the same as the current user. Click the ‘Edit’ button to enter these fields, and click the ‘Update’ button when finished. You should then see a message saying that your data was saved successfully.



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Home > Enter Annual Report

Logout

Enter Annual Report

Before entering the current year's Annual Report, a preparer for your organization must be provided. Please update the preparer information if the person has changed.

Form	Purpose	Last Update Date	Last Modified By
BLR	Insider Loans		
Schedule N	Subsidiary/CUSO activities		
Contact Summary	View/edit all institution contact persons		
Main Office and Branches	View/edit all institution branches		
Attestation	Final approval and signature by Officers and Directors		No persons have attested.

* When all data entry is completed. Submitted Annual Reports cannot be edited.

Preparer Information

Name of person preparing report: John Smith Title: Director Phone: 617-555-5555 Edit Update Cancel

Your information was saved successfully

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Figure 9 – Annual Report Forms page with preparer data completed

10 BLR Summary

Click ‘BLR’ on the Enter Annual Report page.

BLR data is not carried over from prior years, so you’ll see the following screen each time you begin a new Annual Report.

If you have no insider loans to report, indicate this by checking the box in the center of the page, and clicking ‘Save’.

If you have BLR loans, click ‘Add BLR’.

As a reminder, the following insider loans must be reported:

- Directors/Trustees
- President
- Executive vice-president
- Senior vice-president
- Treasurer
- Any other officer who participates in major policy functions of the institution

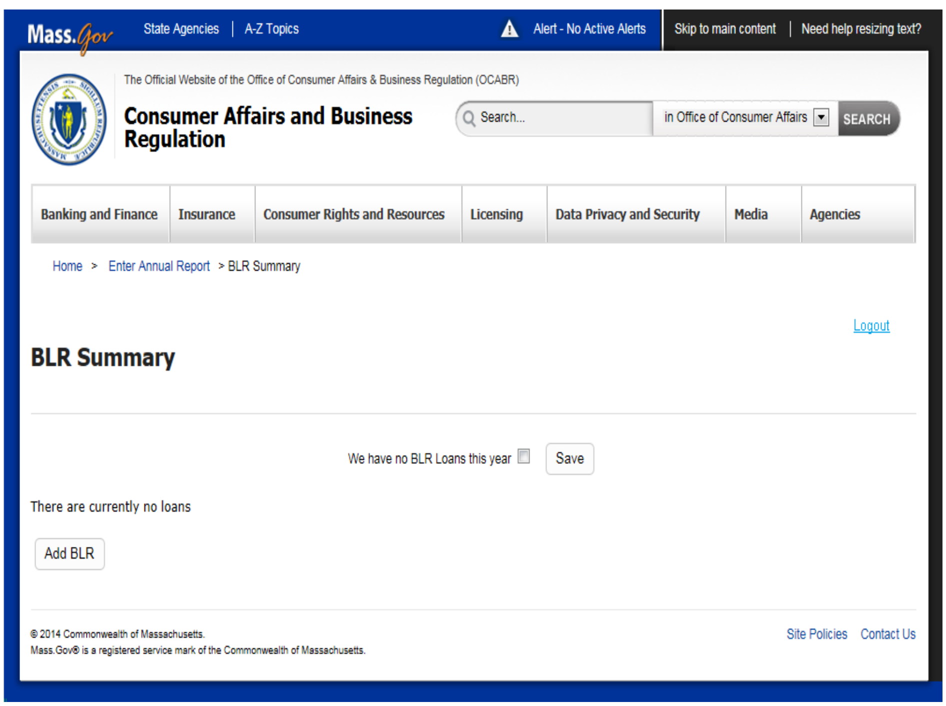


Figure 10 – BLR Summary page

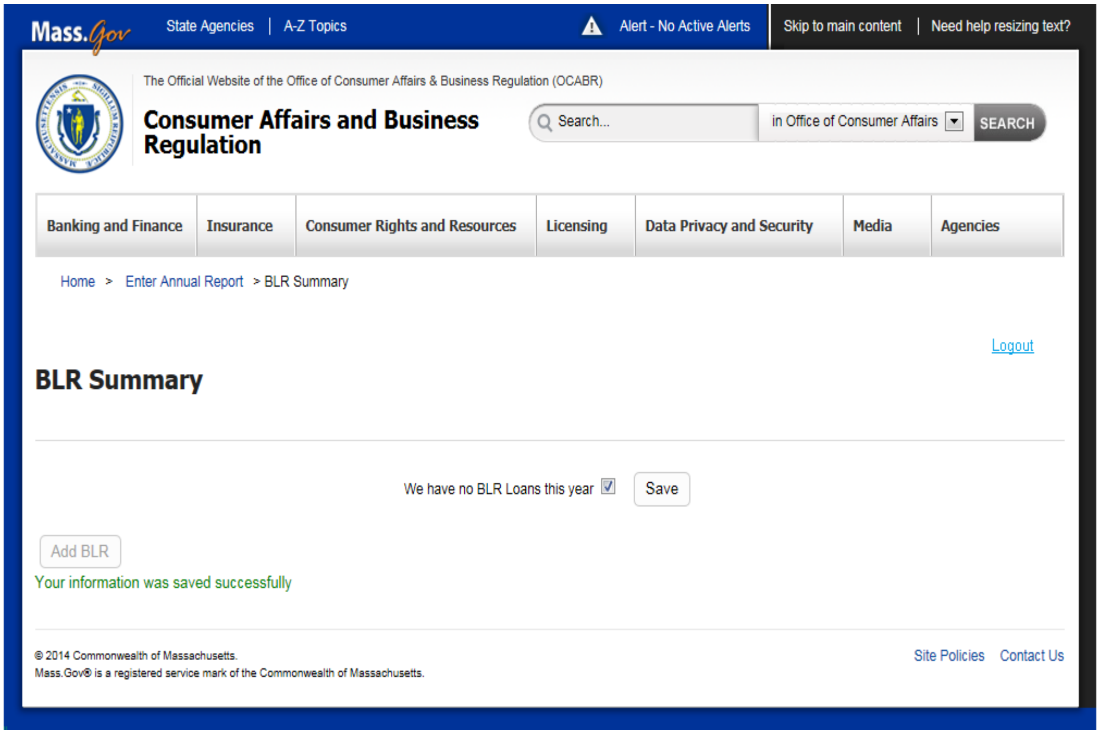


Figure 11 – BLR Summary page after no loans have been indicated

11 BLR Detail

The page displays text boxes for:

1. First (name of person subject to report
2. Last (name of person subject to report)
3. Title (of person subject to report)
4. Company type (if person is not related through institution)
5. [Full name of] Borrower
6. Company type (if borrower is not related through institution)

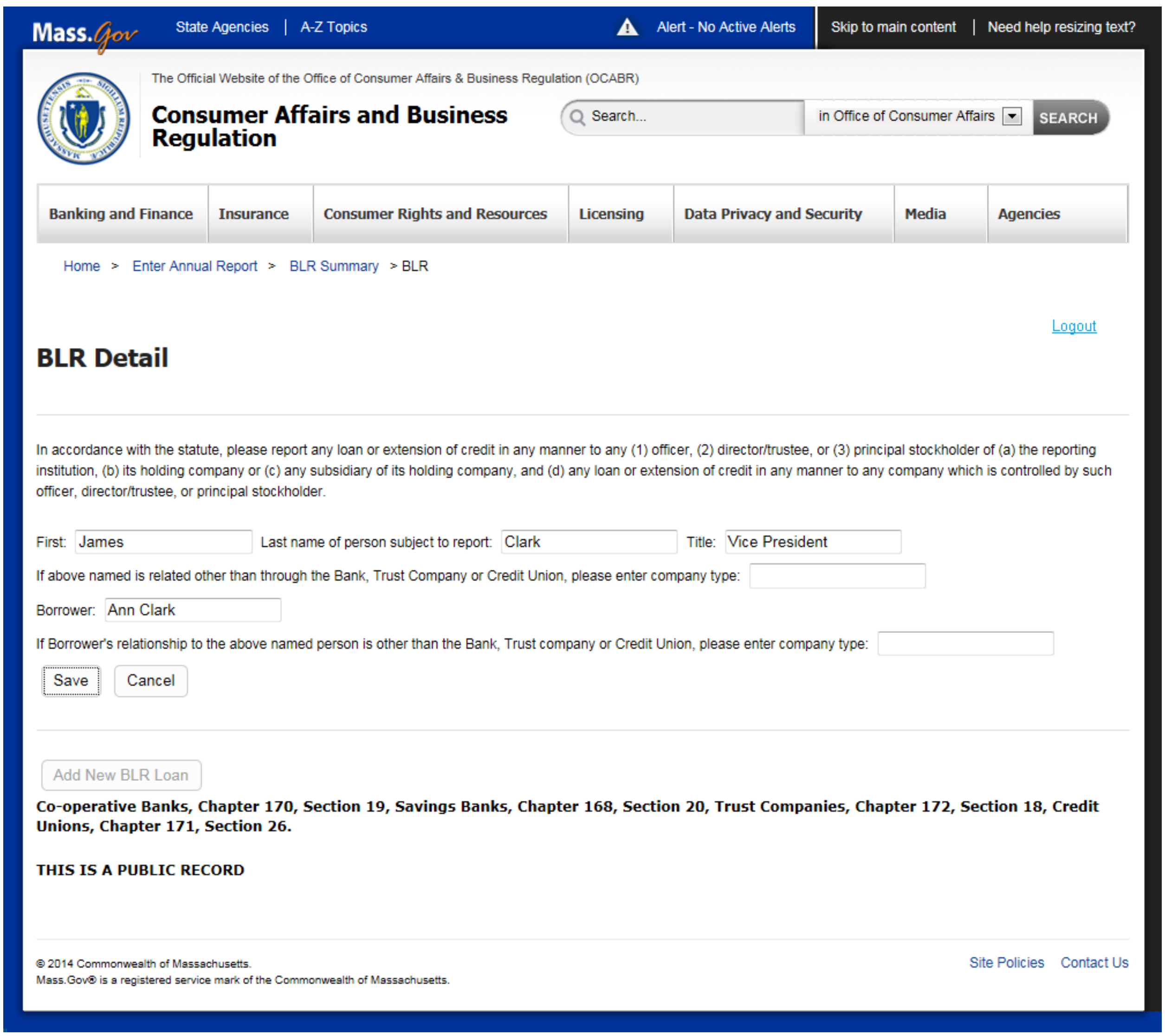


Figure 12 – BLR Detail page

Once the above information is saved, a loan grid becomes visible:

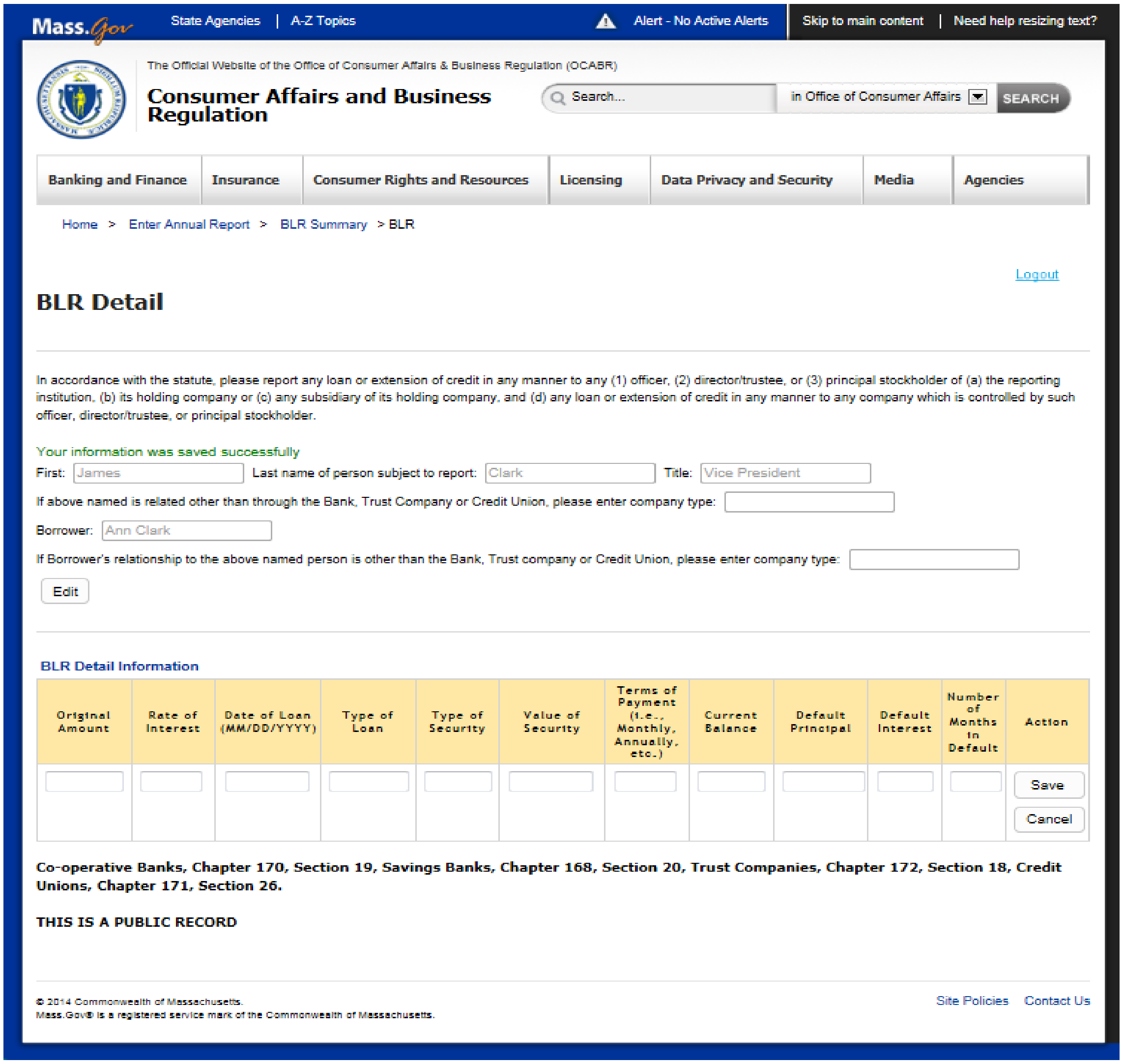
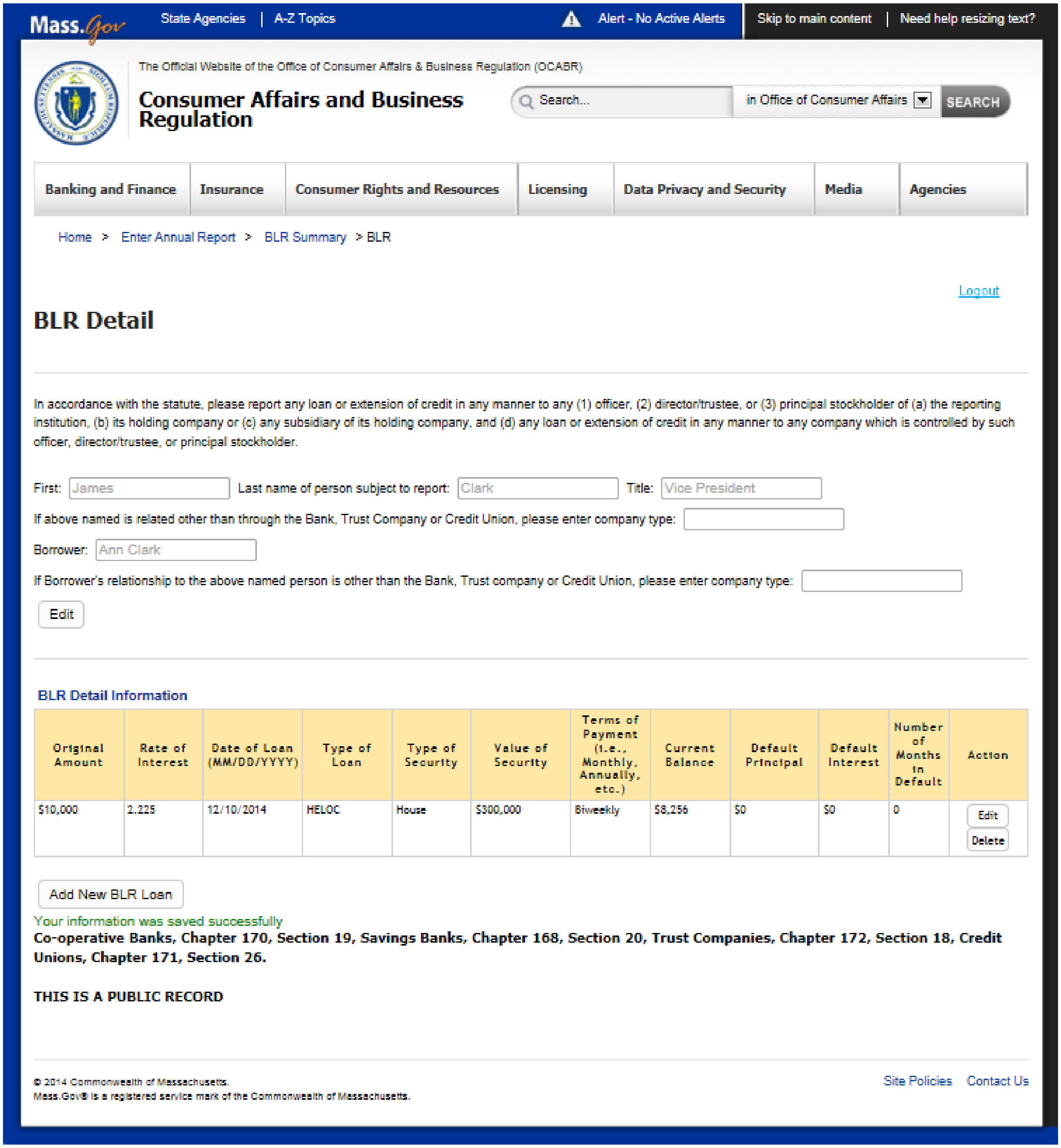


Figure 13 – BLR Detail page with loan grid

- The first eight columns of the grid (through 'Current Balance') are required.
- The interest rate must be entered as n.nnn (i.e. '3.250' for 3.25%).
- Please enter all money fields as whole dollars
- Click 'Save'
- Multiple loans may be added for the same individual by clicking 'Add New BLR Loan'.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Home > Enter Annual Report > BLR Summary > BLR

Logout

BLR Detail

In accordance with the statute, please report any loan or extension of credit in any manner to any (1) officer, (2) director/trustee, or (3) principal stockholder of (a) the reporting institution, (b) its holding company or (c) any subsidiary of its holding company, and (d) any loan or extension of credit in any manner to any company which is controlled by such officer, director/trustee, or principal stockholder.

First: James Last name of person subject to report: Clark Title: Vice President

If above named is related other than through the Bank, Trust Company or Credit Union, please enter company type:

Borrower: Ann Clark

If Borrower's relationship to the above named person is other than the Bank, Trust company or Credit Union, please enter company type:

Edit

BLR Detail Information

Original Amount	Rate of Interest	Date of Loan (MM/DD/YYYY)	Type of Loan	Type of Security	Value of Security	Terms of Payment (i.e., Monthly, Annually, etc.)	Current Balance	Default Principal	Default Interest	Number of Months in Default	Action
$10,000	2.225	12/10/2014	HELOC	House	$300,000	Biweekly	$8,256	$0	$0	0	Edit Delete

Add New BLR Loan

Your information was saved successfully

Co-operative Banks, Chapter 170, Section 19, Savings Banks, Chapter 168, Section 20, Trust Companies, Chapter 172, Section 18, Credit Unions, Chapter 171, Section 26.

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Figure 14 – BLR Detail page with one new loan

12 Schedule N

T o enter subsidiary/CUSO data, Click 'Schedule N' on the Enter Annual Report page (Figure 9).

PLEASE NOTE:

ALL INSTITUTIONS WITH SUBSIDIARIES /CUSO'S ARE REQUIRED TO COMPLETE THE DATA FOR EACH COMPANY BEFORE SUBMITTING THEIR FIRST ELECTRONIC ANNUAL REPORT. THE DATA WILL BE SAVED FOR SUBSEQUENT YEARS, SO ONLY EDITS/CHANGES WILL NEED TO BE MADE GOING FORWARD.

INCOMPLETE SCHEDULE N DATA WILL RESULT IN YOUR ANNUAL REPORT NOT BEING APPROVED BY THE DIVISION OF BANKS.

a. Summary

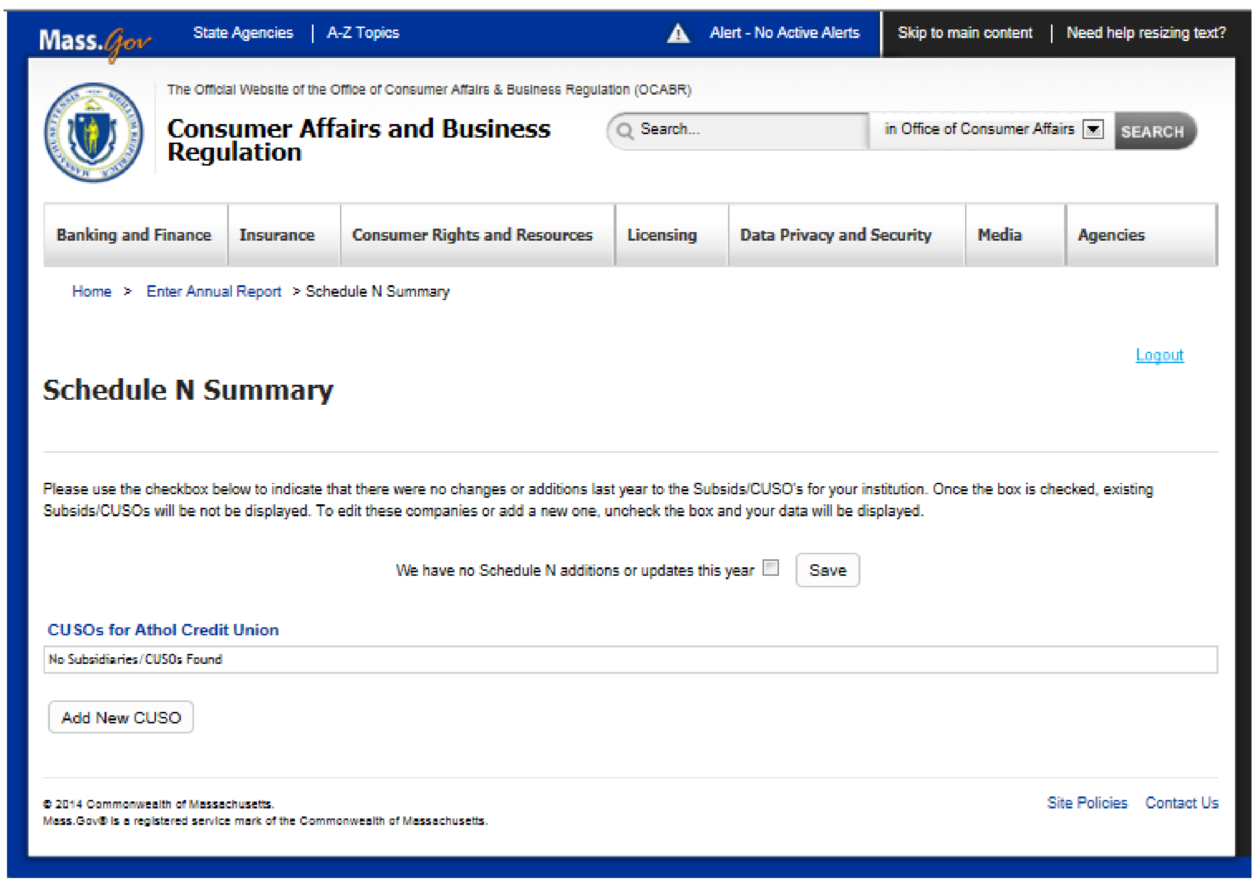
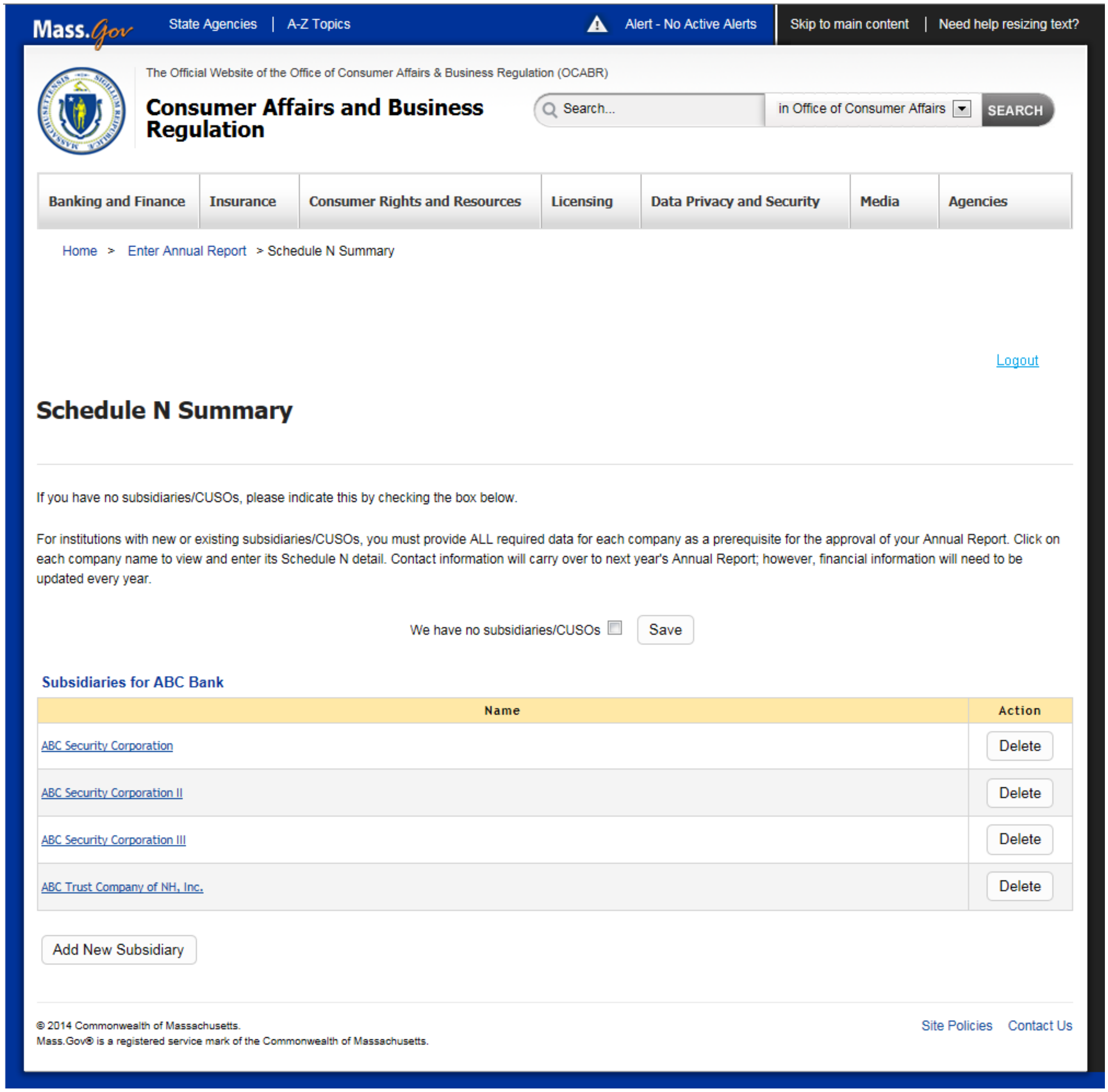


Figure 15- Schedule N Summary page with no subsidiaries/CUSO's



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Home > Enter Annual Report > Schedule N Summary

Logout

Schedule N Summary

If you have no subsidiaries/CUSOs, please indicate this by checking the box below.

For institutions with new or existing subsidiaries/CUSOs, you must provide ALL required data for each company as a prerequisite for the approval of your Annual Report. Click on each company name to view and enter its Schedule N detail. Contact information will carry over to next year's Annual Report; however, financial information will need to be updated every year.

We have no subsidiaries/CUSOs ☐ Save

Subsidiaries for ABC Bank

Name	Action
ABC Security Corporation	Delete
ABC Security Corporation II	Delete
ABC Security Corporation III	Delete
ABC Trust Company of NH, Inc.	Delete

Add New Subsidiary

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Figure 16- Schedule N Summary page with existing subsidiaries/CUSO's

- If you have no subsidiaries/CUSO's to report, indicate this by checking the box in the middle of the page and clicking 'Save'. The screen below (Figure 17) illustrates this scenario.

- To edit an existing subsidiary/CUSO, click on the company name. The system will then display the Schedule N detail page (Figures 18 and 19).

- To add a new subsidiary/CUSO, click 'Add New Subsidiary' (see Figure 16)

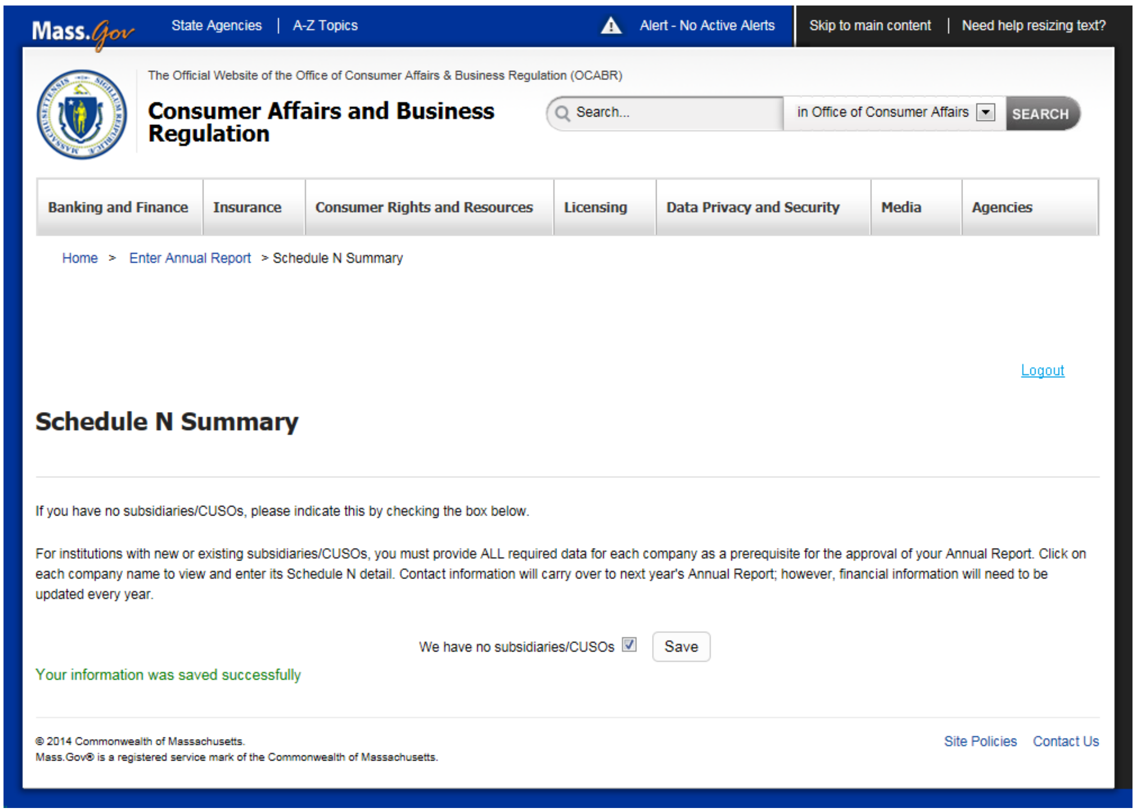


Figure 17 – Schedule N Summary page indicating no Schedule N data

b. Schedule N Detail (Part 1)

All fields on this page are required, except the following:

1. Zip
2. Middle Initial [of COO]
3. Date Acquired or Date Commenced Operations
4. Nature of Business Activity
5. Other institutions invested in the subsidiary/CUSO

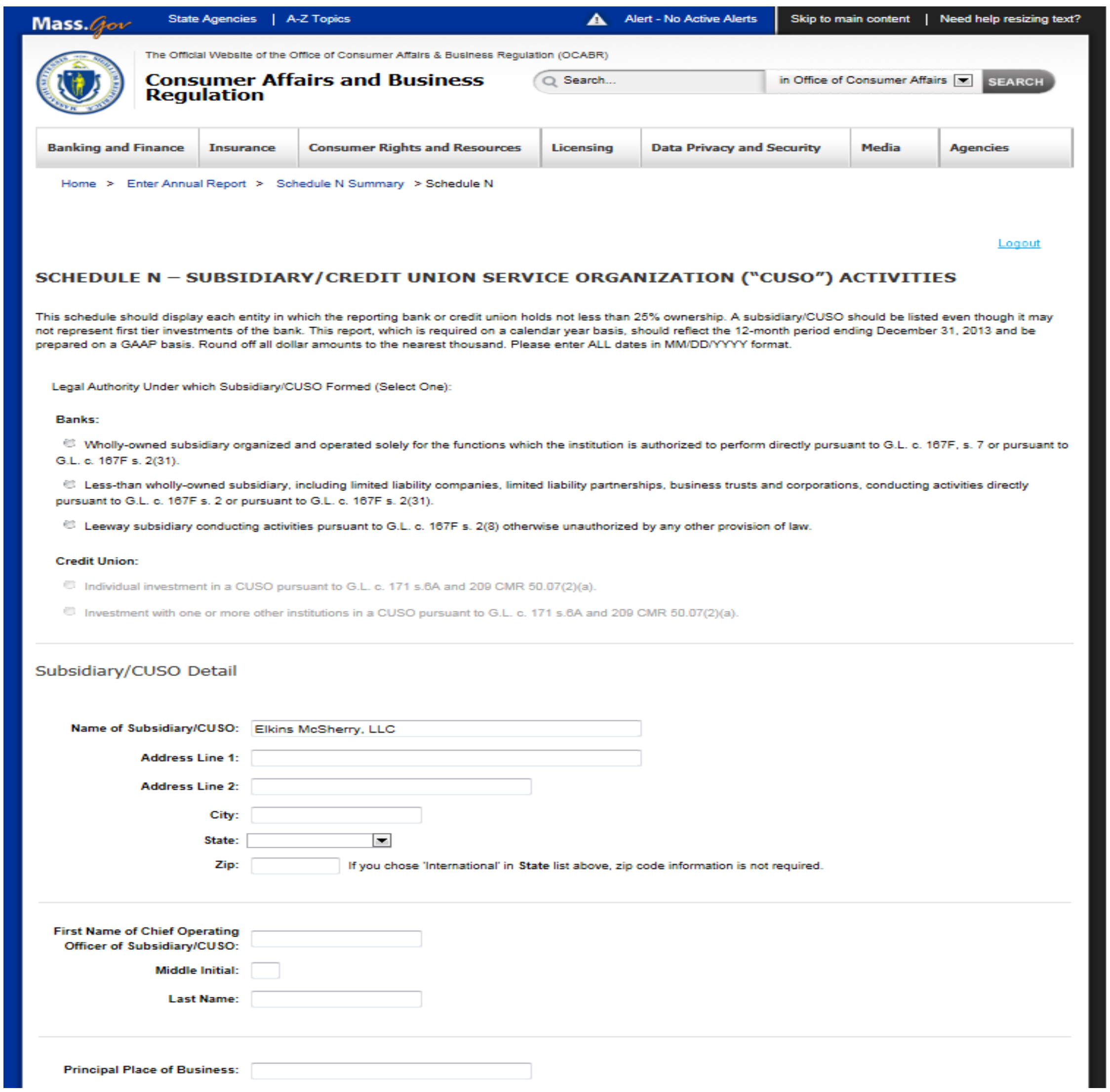
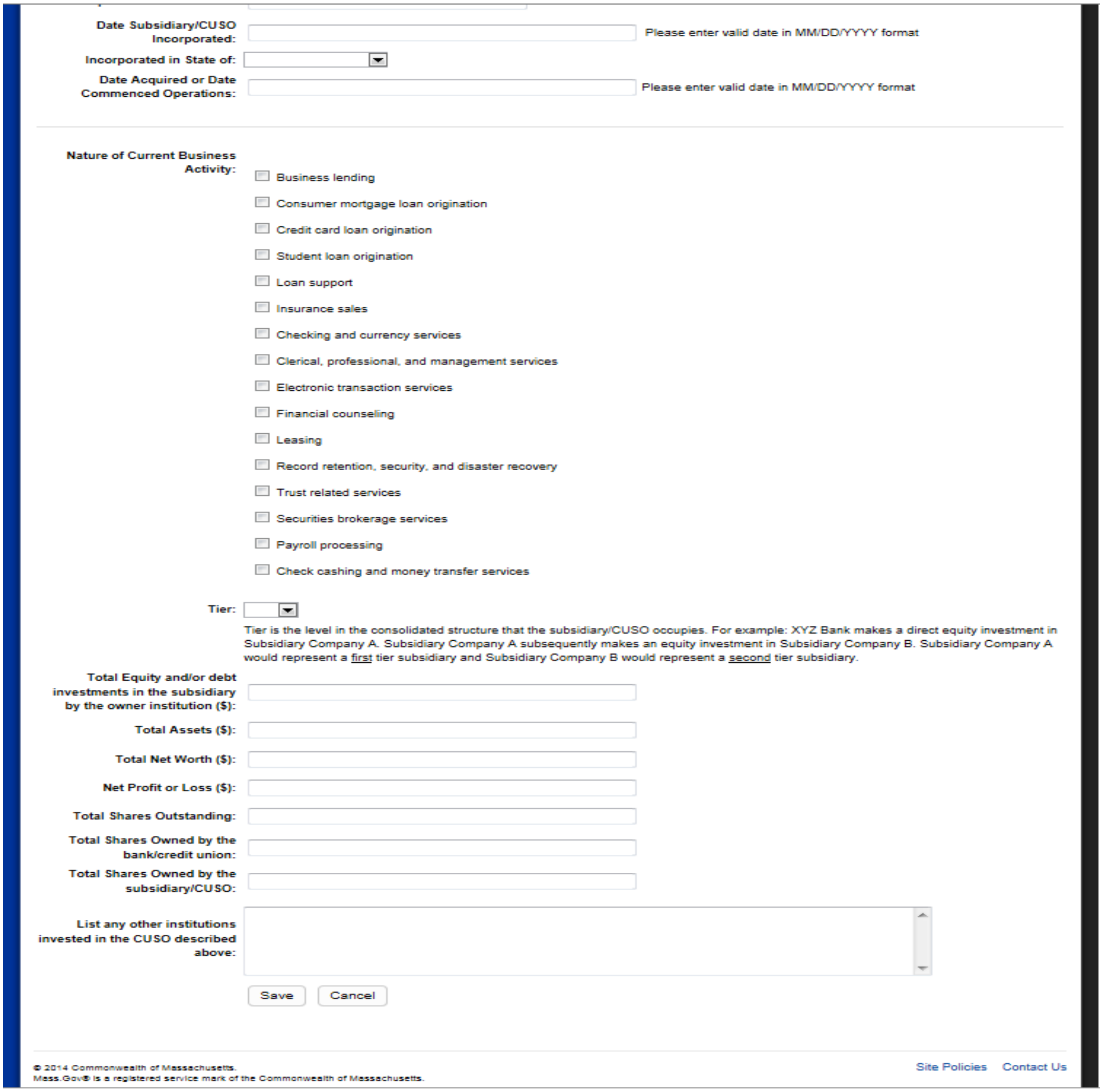


Figure 18 – Schedule N Detail page (top half)

c. Schedule N Detail (Part 2)



Date Subsidiary/CUSO Incorporated: Please enter valid date in MM/DD/YYYY format

Incorporated in State of:

Date Acquired or Date Commenced Operations: Please enter valid date in MM/DD/YYYY format

Nature of Current Business Activity:

- Business lending
- Consumer mortgage loan origination
- Credit card loan origination
- Student loan origination
- Loan support
- Insurance sales
- Checking and currency services
- Clerical, professional, and management services
- Electronic transaction services
- Financial counseling
- Leasing
- Record retention, security, and disaster recovery
- Trust related services
- Securities brokerage services
- Payroll processing
- Check cashing and money transfer services

Tier:

Tier is the level in the consolidated structure that the subsidiary/CUSO occupies. For example: XYZ Bank makes a direct equity investment in Subsidiary Company A. Subsidiary Company A subsequently makes an equity investment in Subsidiary Company B. Subsidiary Company A would represent a first tier subsidiary and Subsidiary Company B would represent a second tier subsidiary.

Total Equity and/or debt investments in the subsidiary by the owner institution ($):

Total Assets ($):

Total Net Worth ($):

Net Profit or Loss ($):

Total Shares Outstanding:

Total Shares Owned by the bank/credit union:

Total Shares Owned by the subsidiary/CUSO:

List any other institutions invested in the CUSO described above:

Save Cancel

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Figure 19 – Schedule N Detail page (bottom half)

13 Contacts Summary

- Click ‘Contact Summary’ on the Enter Annual Report page (Figure 9).
- All existing contact data has been pre-loaded, and should mirror what appears on Mass.gov/dob under ‘Find Banks and Credit Unions’
- To view or edit the detail for a specific individual, click on the person’s name.
- To add a new contact, click on the ‘Add New’ button at the bottom left of the summary page.
- Either option will bring you to the contact detail screen in Figure 21.
- Review all contacts’ information to ensure it is accurate.

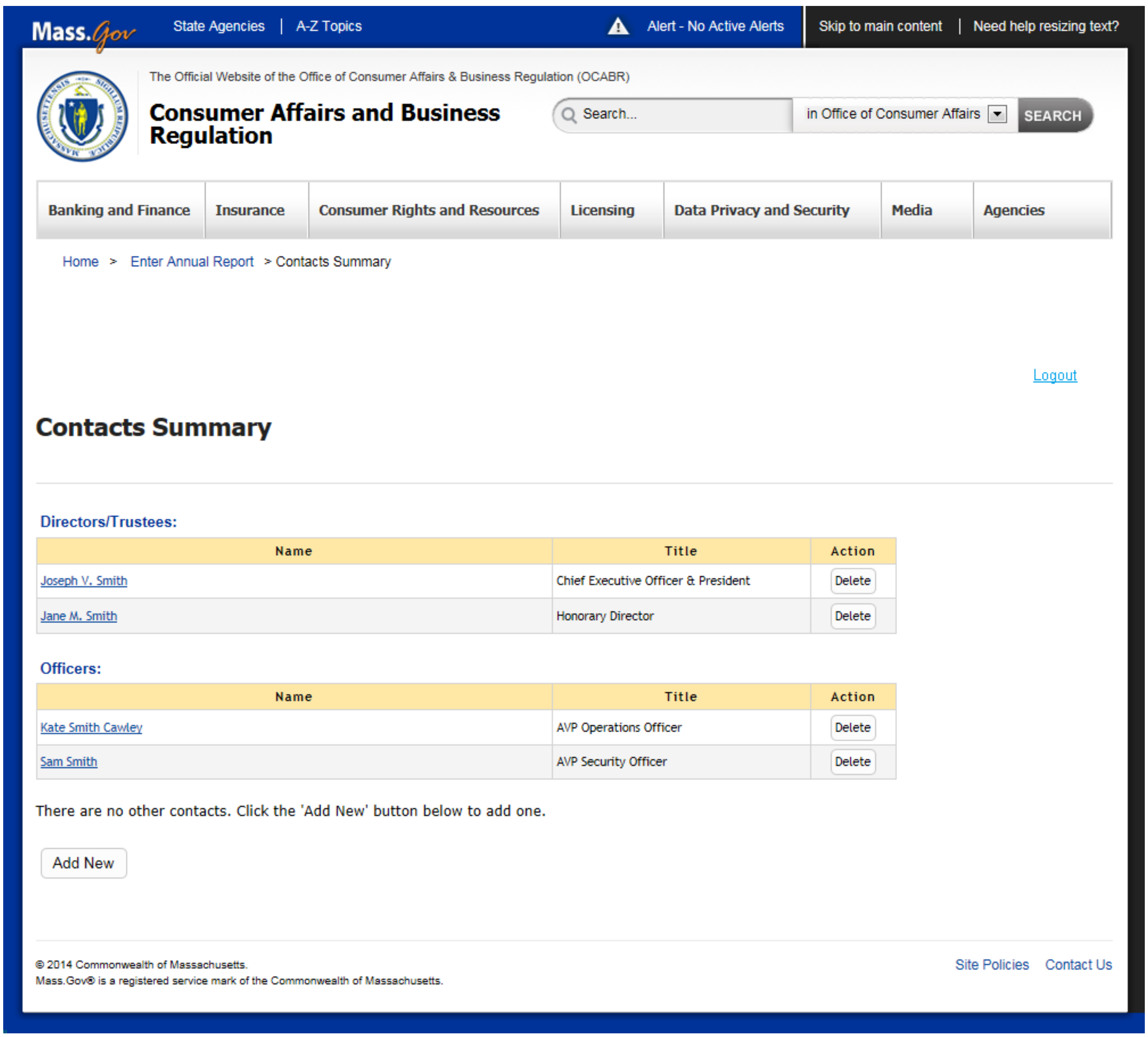


Figure 20 – Contacts Summary page

14 Contact Detail

- The three required fields are Role, First Name and Last Name.
- If CEO is selected as the role, an email address is also required (see Figure 22). All CEO's will be added to the Division's email distribution list.
- If the 'I would like to receive email notification from DOB' box is checked for any user, they will also be included on the email distribution list.

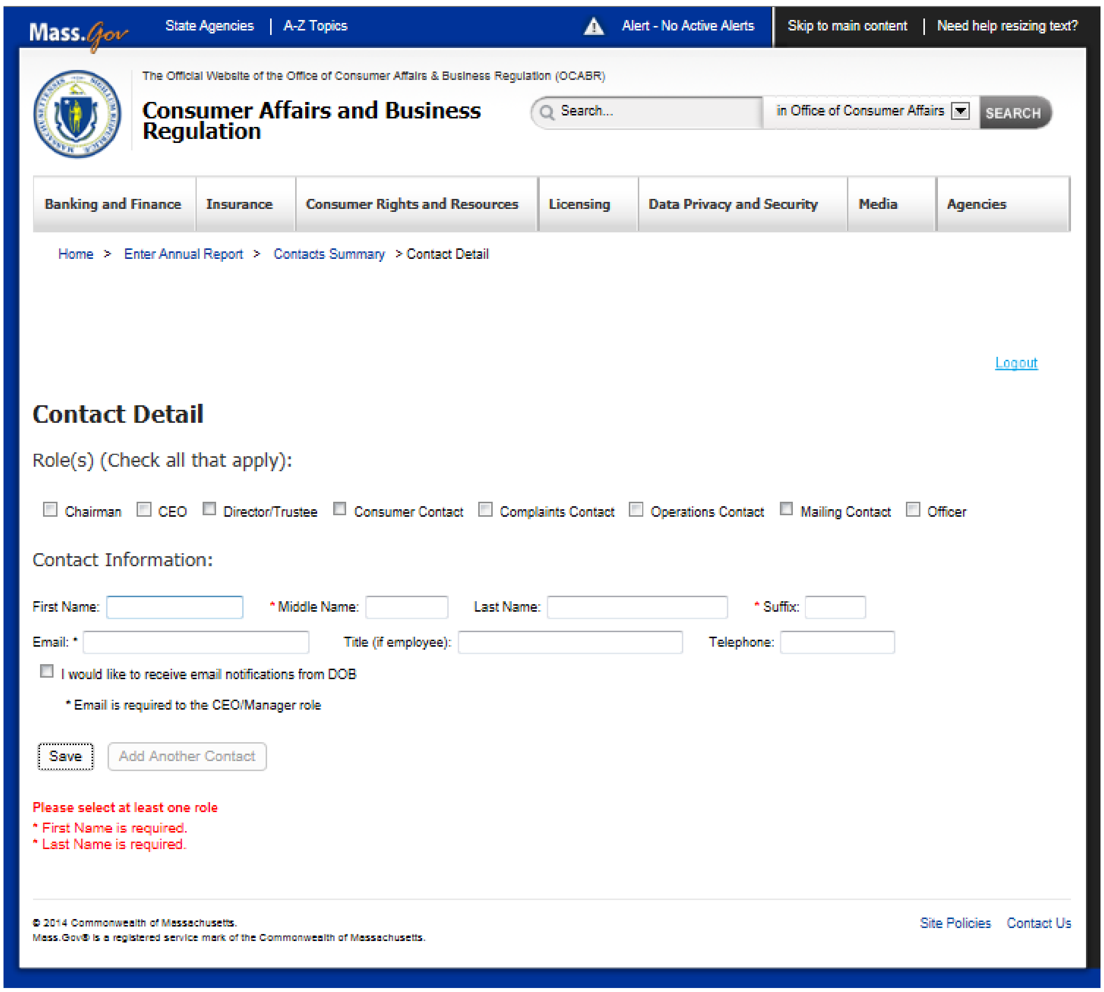


Figure 21 – Contact Detail page with required fields indicated in red

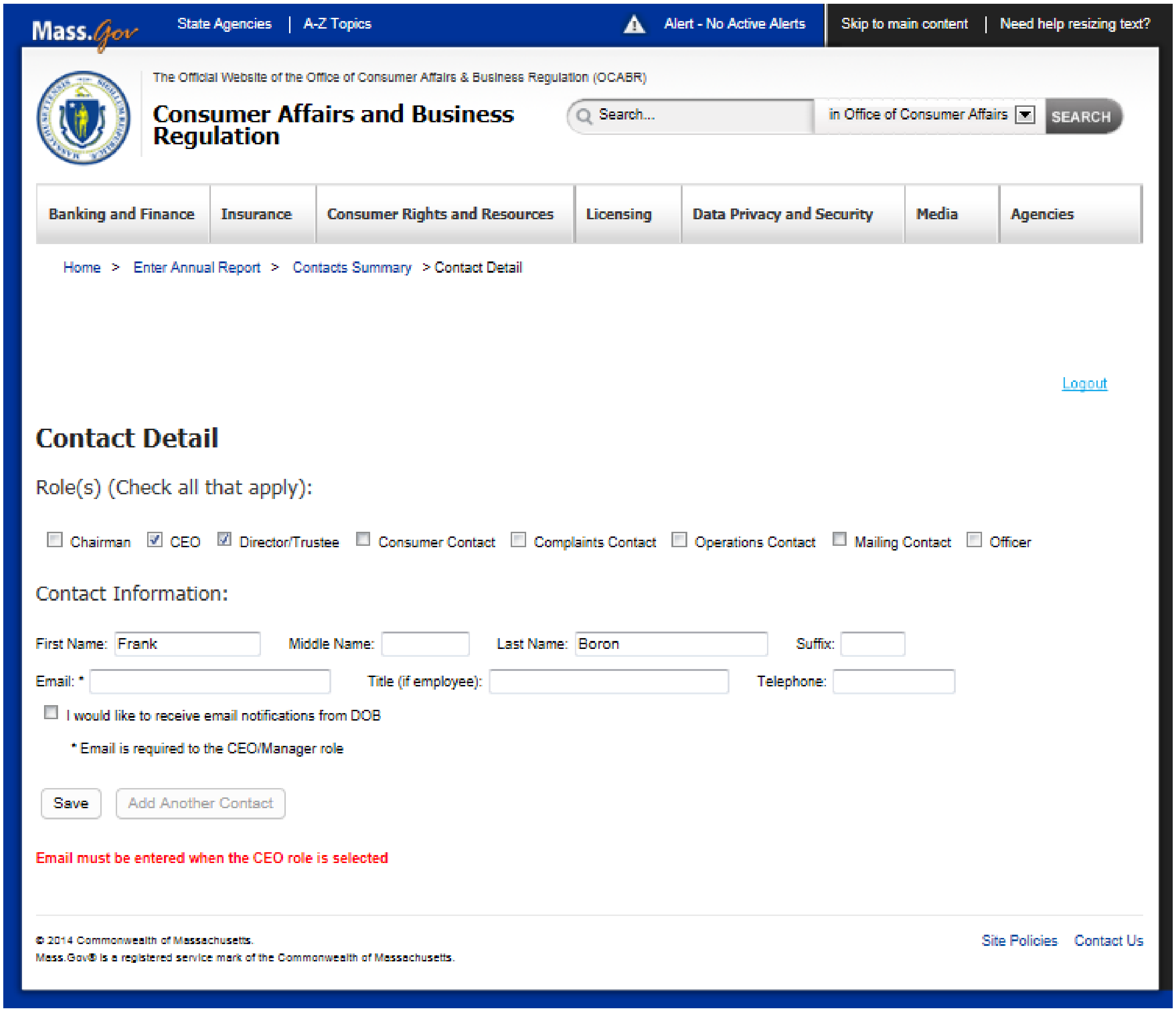


Figure 22 – Contact Detail page showing required email for CEO

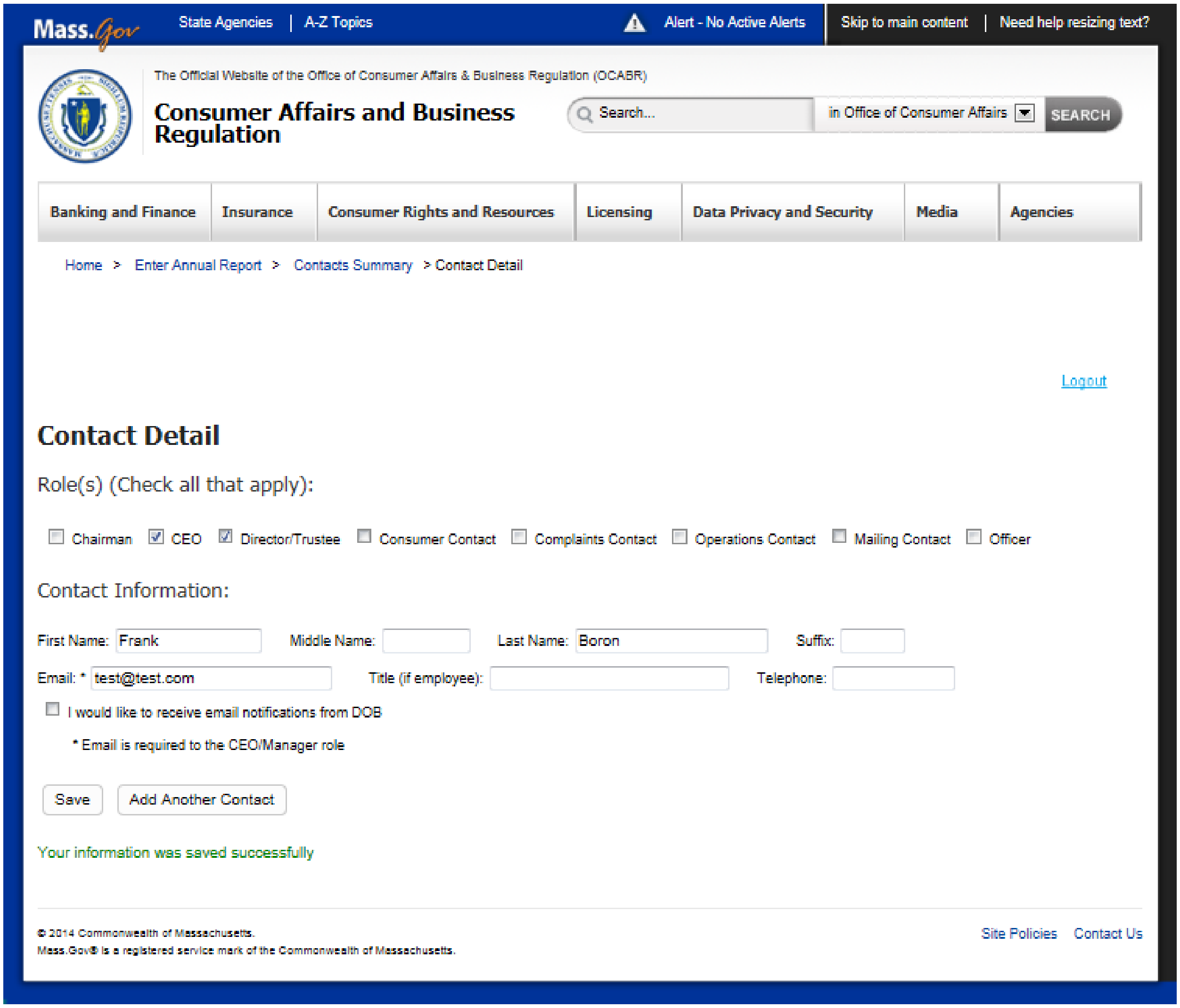
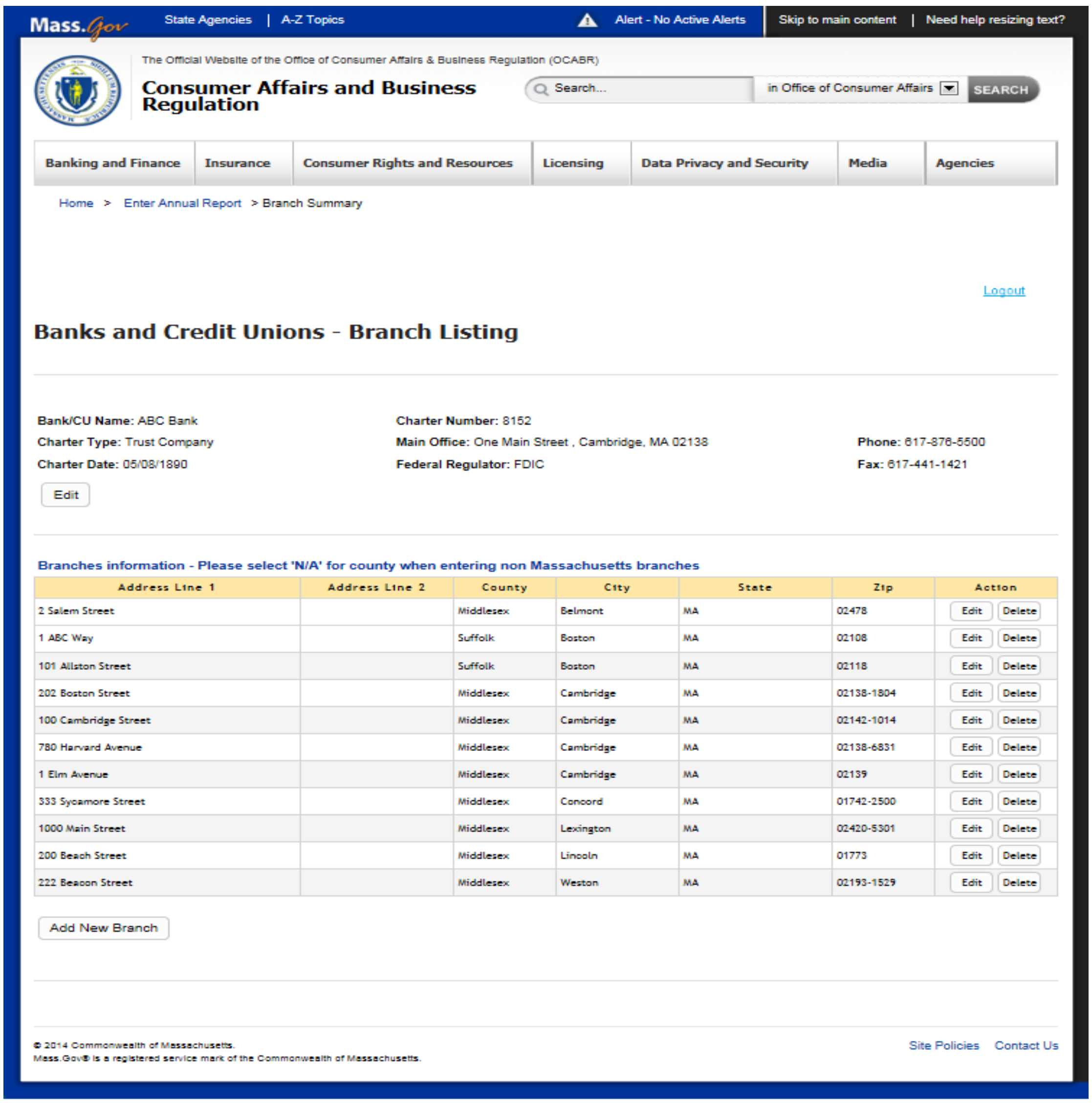


Figure 23 – Contact Detail page successfully saved

15 Main Office and Branches

- Click ‘Main Office and Branches’ on the Enter Annual Report page (Figure 9).
- All existing data has been pre-loaded, and should mirror what appears on Mass.gov/dob under ‘Find Banks and Credit Unions’
- Review all information to ensure it is accurate.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Home > Enter Annual Report > Branch Summary

Logout

Banks and Credit Unions - Branch Listing

Bank/CU Name: ABC Bank
Charter Type: Trust Company
Charter Date: 05/08/1890
Charter Number: 8152
Main Office: One Main Street , Cambridge, MA 02138
Federal Regulator: FDIC
Phone: 617-876-5500
Fax: 617-441-1421

Edit

Branches information - Please select 'N/A' for county when entering non Massachusetts branches

Address Line 1	Address Line 2	County	City	State	Zip	Action
2 Salem Street		Middlesex	Belmont	MA	02478	Edit Delete
1 ABC Way		Suffolk	Boston	MA	02108	Edit Delete
101 Allston Street		Suffolk	Boston	MA	02118	Edit Delete
202 Boston Street		Middlesex	Cambridge	MA	02138-1804	Edit Delete
100 Cambridge Street		Middlesex	Cambridge	MA	02142-1014	Edit Delete
780 Harvard Avenue		Middlesex	Cambridge	MA	02138-6831	Edit Delete
1 Elm Avenue		Middlesex	Cambridge	MA	02139	Edit Delete
333 Sycamore Street		Middlesex	Concord	MA	01742-2500	Edit Delete
1000 Main Street		Middlesex	Lexington	MA	02420-5301	Edit Delete
200 Beach Street		Middlesex	Lincoln	MA	01773	Edit Delete
222 Beacon Street		Middlesex	Weston	MA	02193-1529	Edit Delete

Add New Branch

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Figure 24 – Main Office and Branches page

Editing (Figure 25)

a. Click on the 'Edit' button in the row you wish to modify
b. The fields will become editable
c. Make desired changes
d. Click 'Save'

Adding (Figure 26)

a. Click on 'Add New Branch' at bottom left of page
b. A blank row will be displayed
c. Add new branch record
d. Click 'Save'

Deleting (Figure 27)

a. Click on the 'Delete' button in the row you wish to remove
b. The system will ask you to confirm
c. Click 'OK'

PLEASE NOTE: BRANCH UPDATES REQUIRE APPROVAL FROM THE DIVISION'S LEGAL DEPARTMENT. PLEASE OBTAIN AUTHORIZATION FROM THE DIVISION PRIOR TO SUBMITTING THESE CHANGES VIA THE OARS PORTAL.

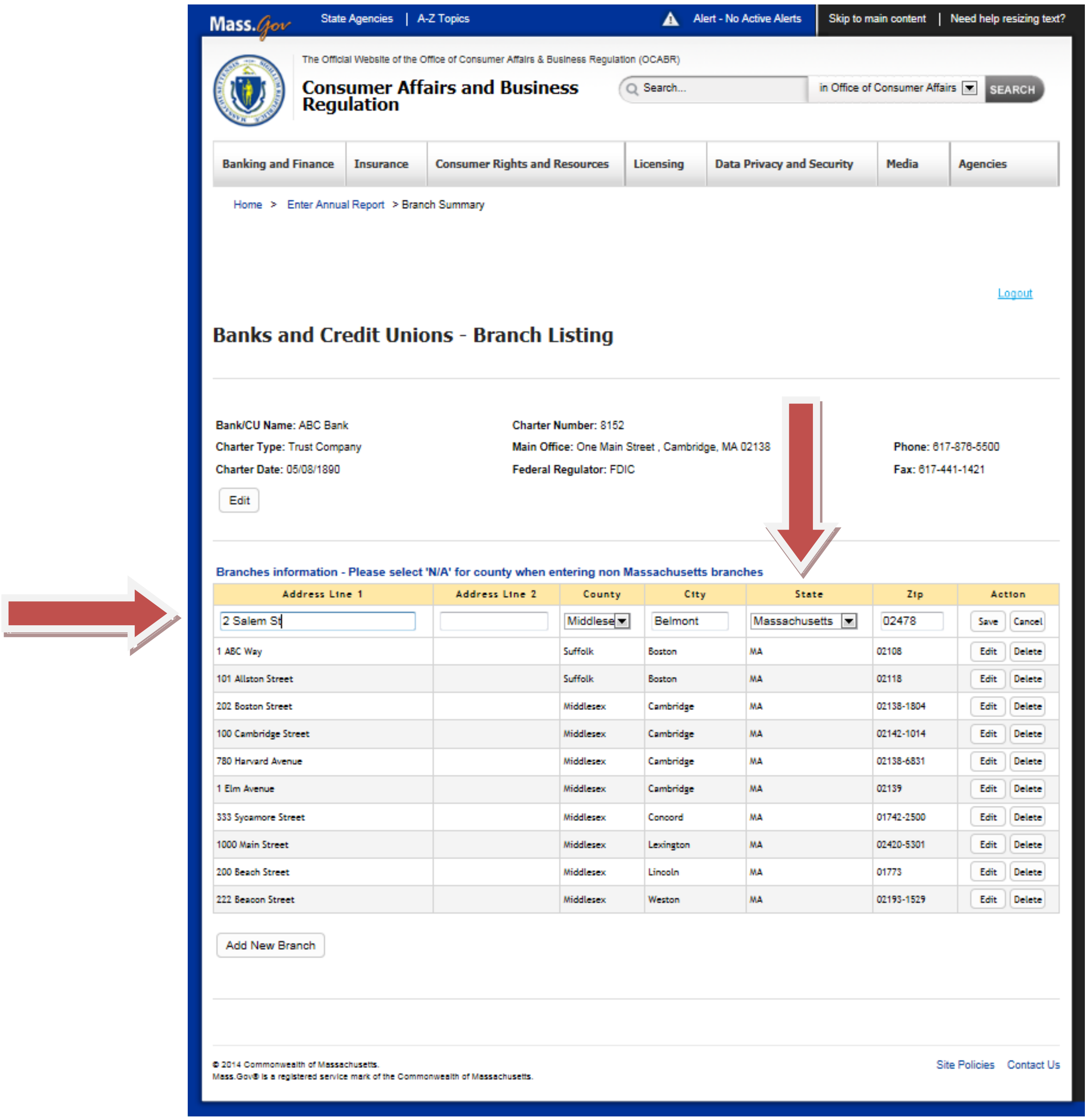


Figure 25 – Branch edit in progress

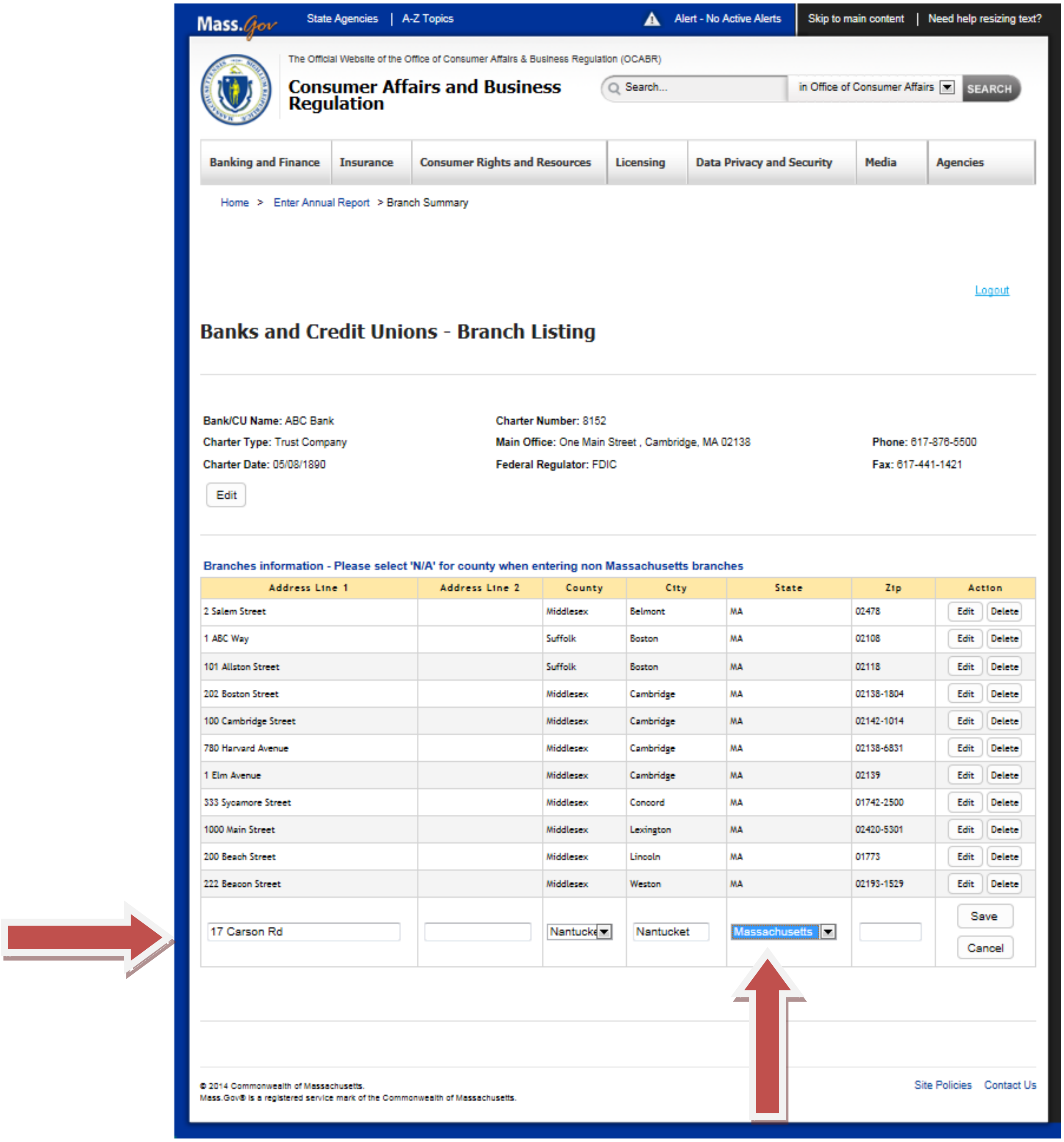


Figure 26 – Branch addition in progress

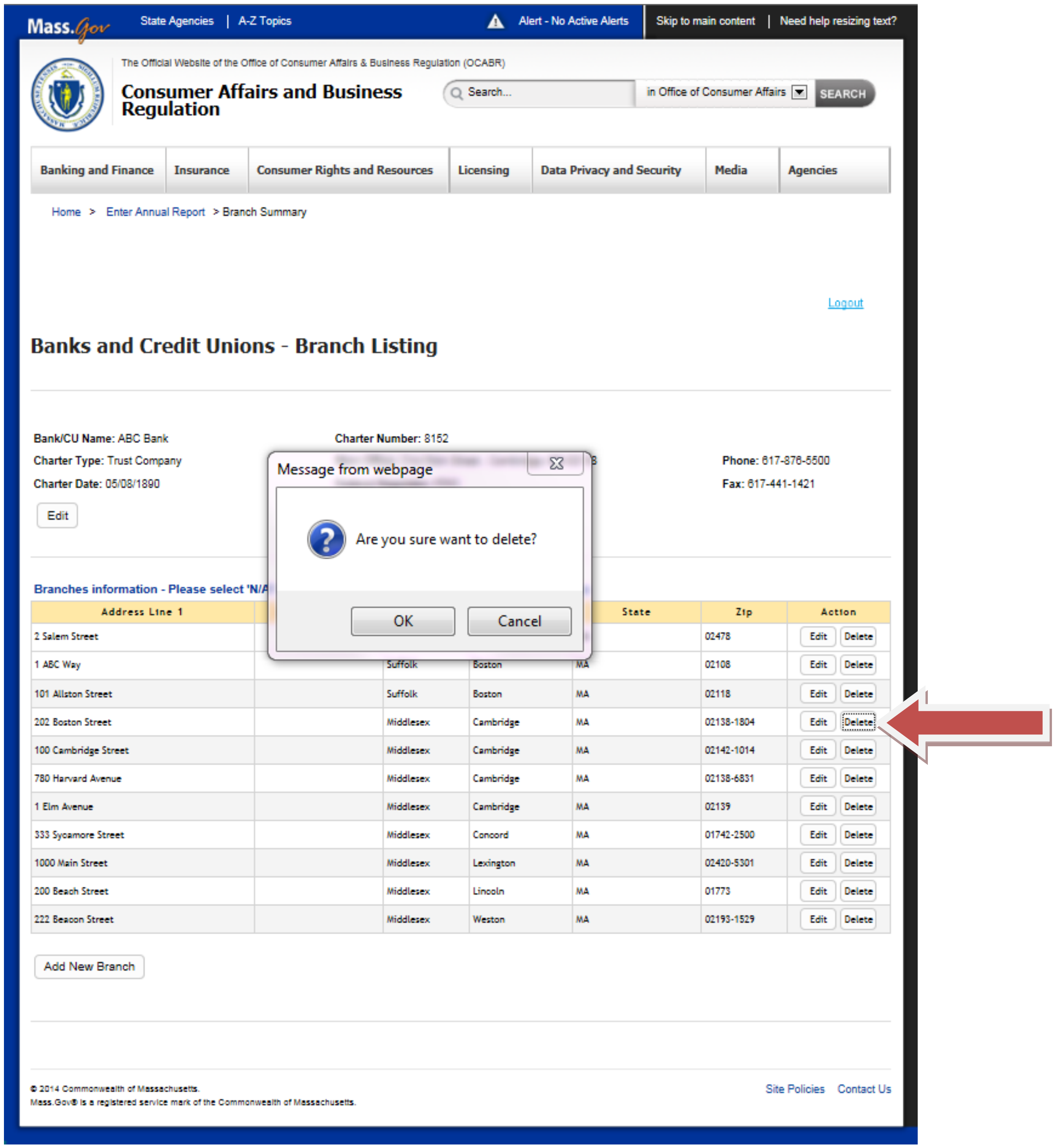


Figure 27 – Branch deletion in progress

16 Attestation

All of the above steps must be completed in order to attest to the Annual Report.

Each of the four attestors—the Admin (President/CEO) and three Directors/Trustees—must log in separately and attest to the Annual Report. The attestation page can be reached from either the Main Menu page or the Enter Annual Report page.

***** The OARS website is accessible from any computer with an internet connection. *****

To attest, check the box beside your name and click the 'Attest' button. The row with your name will be the only one available (Figure 28).

ADMIN ONLY: All attestations can be removed by clicking on the 'Undo Attestations' link on the righthand side of the page. If a change needs to be made to the Annual Report after the attestation process has begun, the Admin must click this Undo button and all Attestors will have to re-attest.

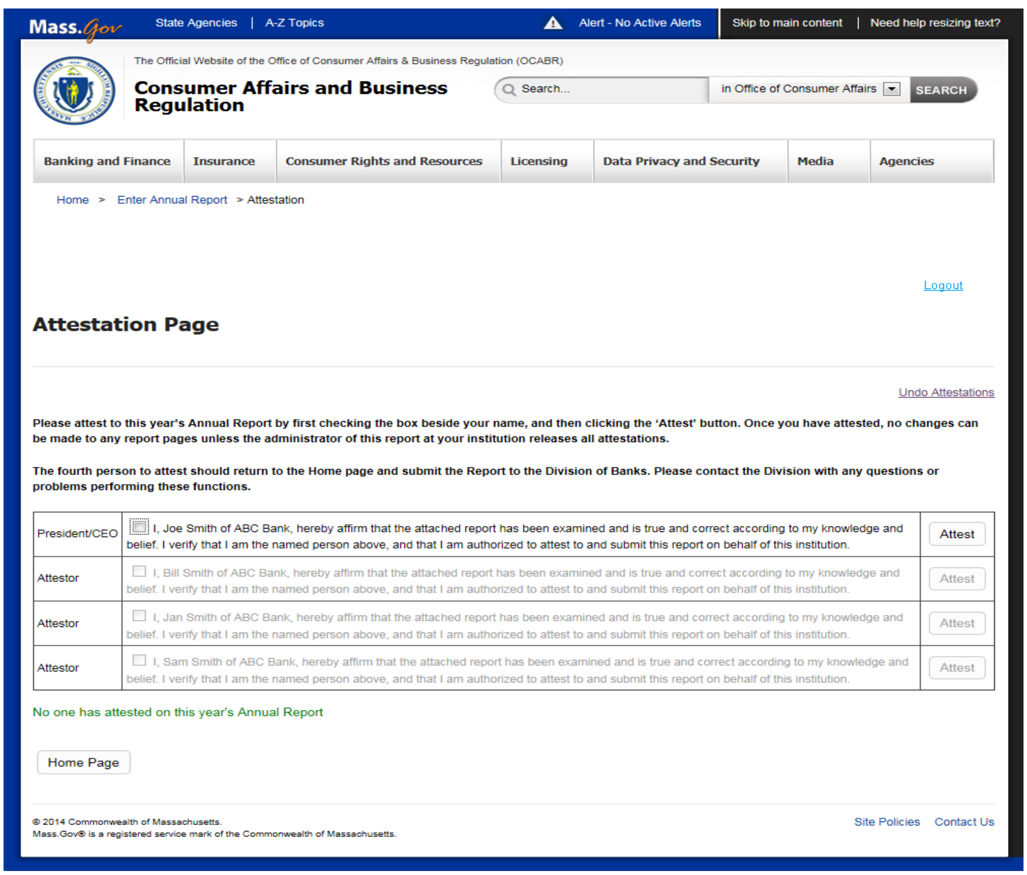
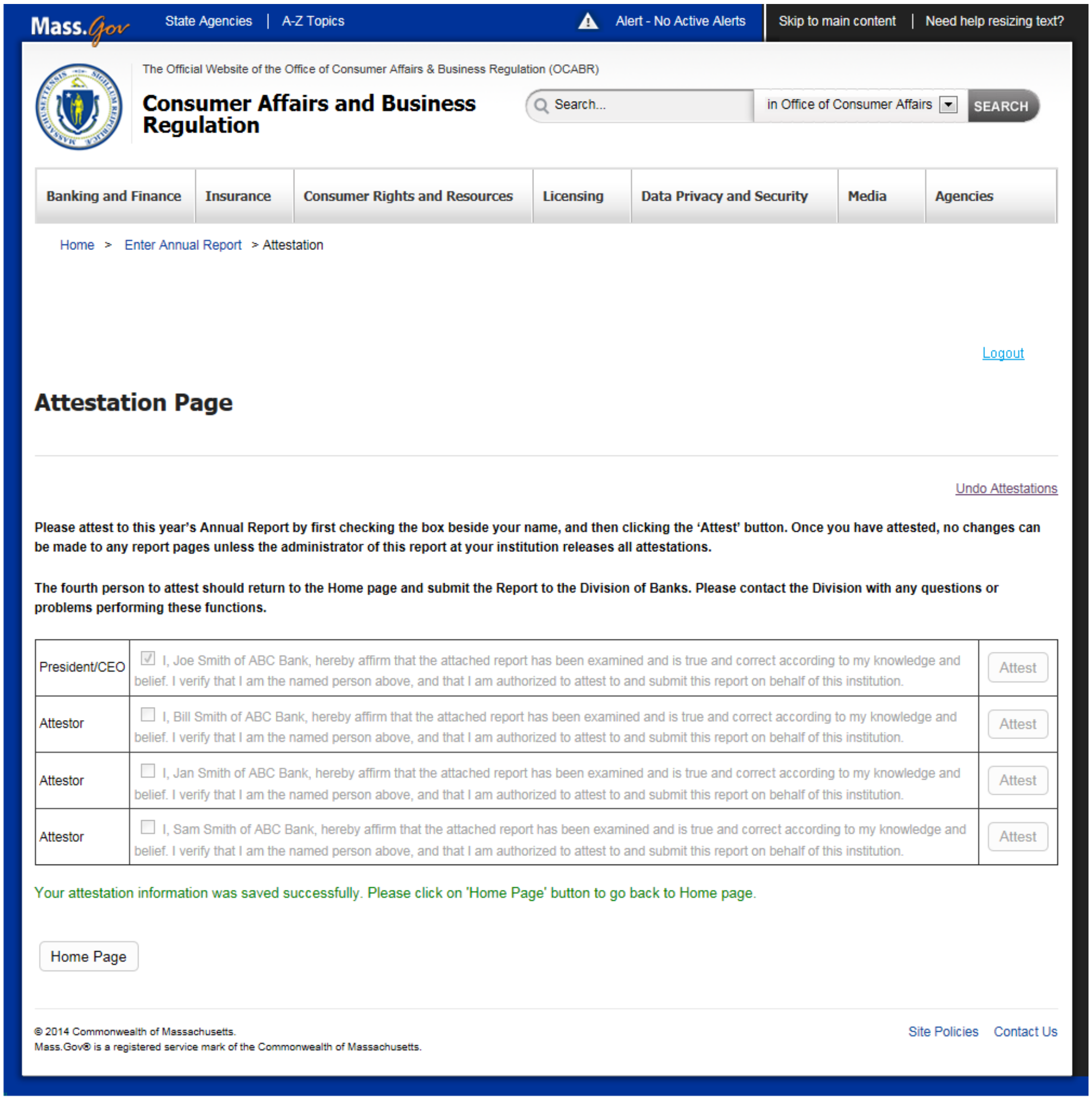


Figure 28 – Attestation page with no attestations



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Home > Enter Annual Report > Attestation

Logout

Attestation Page

Undo Attestations

Please attest to this year's Annual Report by first checking the box beside your name, and then clicking the 'Attest' button. Once you have attested, no changes can be made to any report pages unless the administrator of this report at your institution releases all attestations.

The fourth person to attest should return to the Home page and submit the Report to the Division of Banks. Please contact the Division with any questions or problems performing these functions.

President/CEO	☑ I, Joe Smith of ABC Bank, hereby affirm that the attached report has been examined and is true and correct according to my knowledge and belief. I verify that I am the named person above, and that I am authorized to attest to and submit this report on behalf of this institution.	Attest
Attestor	☐ I, Bill Smith of ABC Bank, hereby affirm that the attached report has been examined and is true and correct according to my knowledge and belief. I verify that I am the named person above, and that I am authorized to attest to and submit this report on behalf of this institution.	Attest
Attestor	☐ I, Jan Smith of ABC Bank, hereby affirm that the attached report has been examined and is true and correct according to my knowledge and belief. I verify that I am the named person above, and that I am authorized to attest to and submit this report on behalf of this institution.	Attest
Attestor	☐ I, Sam Smith of ABC Bank, hereby affirm that the attached report has been examined and is true and correct according to my knowledge and belief. I verify that I am the named person above, and that I am authorized to attest to and submit this report on behalf of this institution.	Attest

Your attestation information was saved successfully. Please click on 'Home Page' button to go back to Home page.

Home Page

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Figure 29 – Attestation page with one attestation

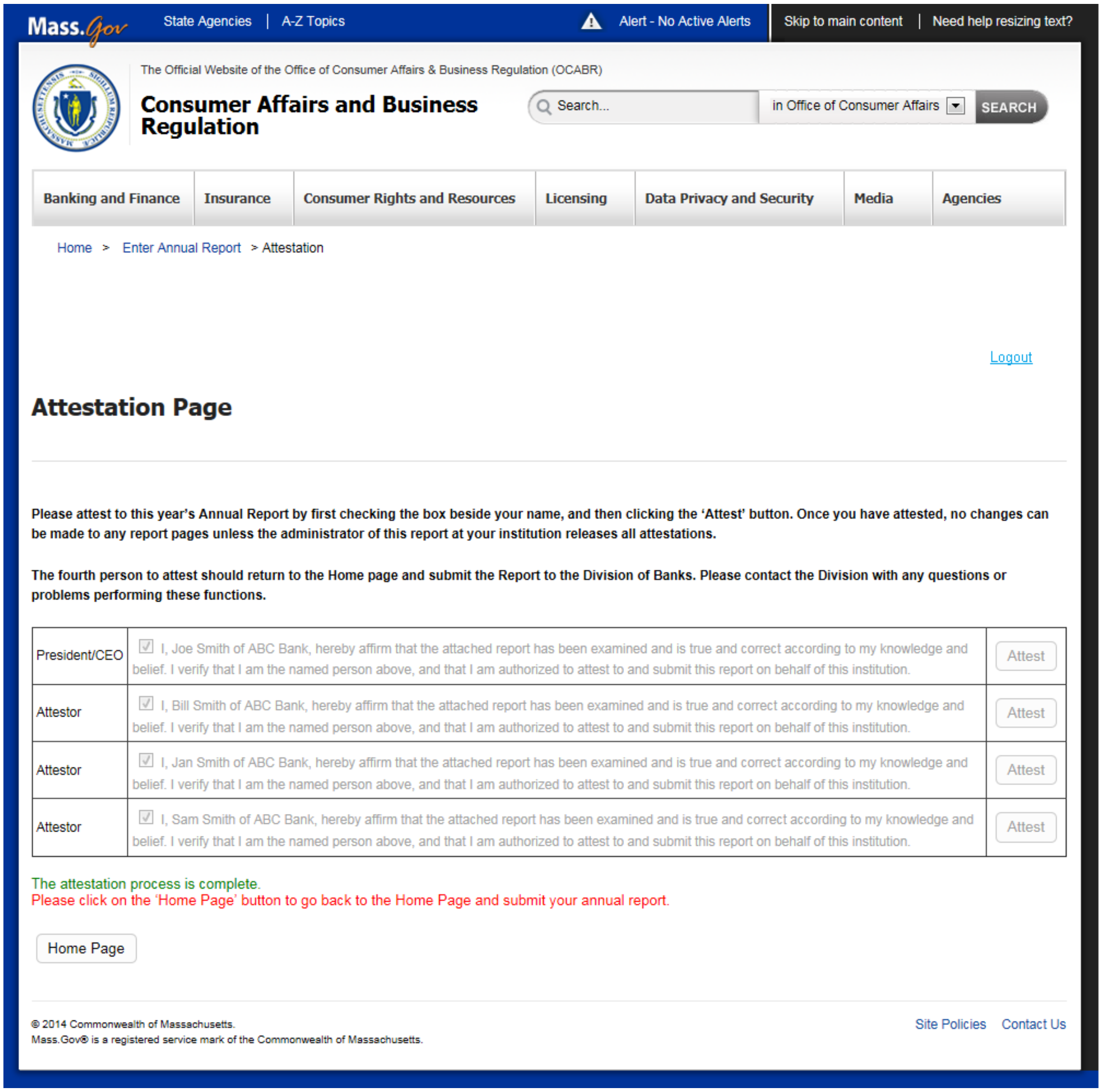

Figure 30 – Completed Attestation page

17 Submission

After all four attestations have been completed, the Annual Report can be submitted to the Division of Banks. To submit your Report, return to the Main Menu page and verify that the message 'The Annual Report can be submitted' is visible. Check the box below this message, and click 'Submit Annual Report' (Figure 31).

After a successful submission, the Main Menu page will appear as in Figure 32.

Once your Annual Report has been submitted, the Division will review it for completeness and accuracy. If corrections need to be made, the Division will notify your institution, and the report will be made available to you again for editing. Please coordinate any required changes with the Division. (See 'Contact Information' section for detail.)

After your report has been submitted and approved, your contact information will remain available for year-round edits.

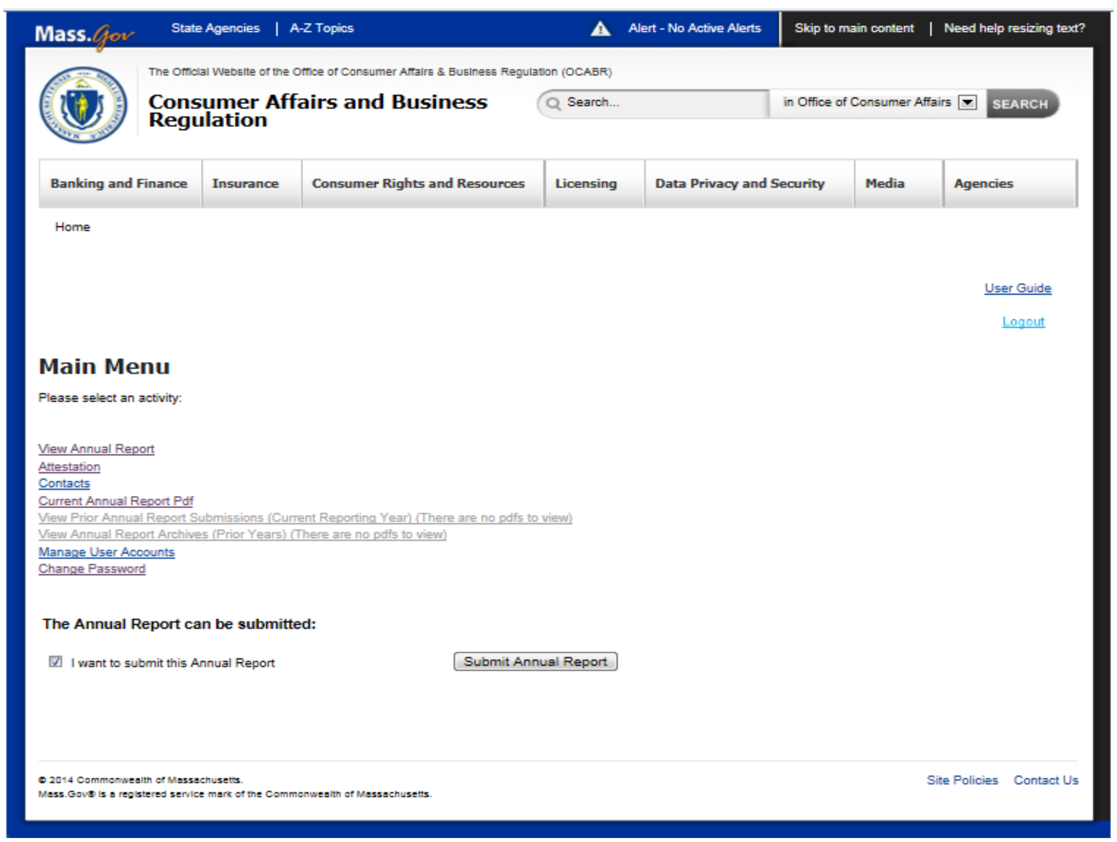

Figure 31 – Home page showing Annual Report is ready to submit

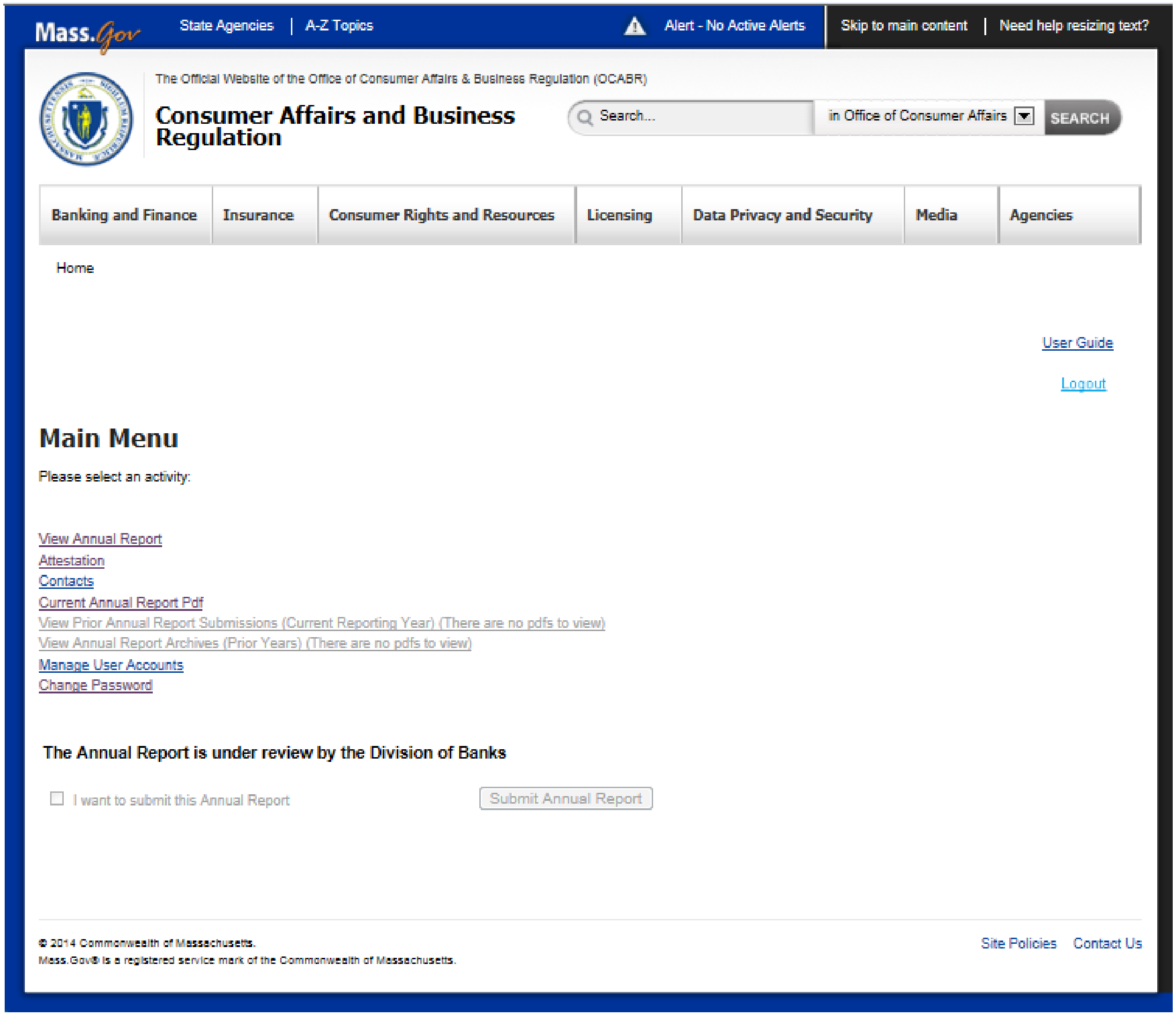

Figure 32 – Home page showing Annual Report has been submitted successfully

18 Contact Information

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